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Simplifying the Cisco Software Experience

Smart Accounts and Smart Licensing Overview for End Customers

Presenter

Title



Note: Screens in the presentation may vary slightly from the actual tools

Smart Account & Smart Licensing Training

[Live Training Schedule](#)

Activity	Time	Role Description	Managing Application
Smart Accounts and Smart Licensing: Overview for End Customers	1 hour	<ul style="list-style-type: none">All	Cisco Software Central (CSC)
Smart Accounts and Smart Licensing: License Management for End Customers	1 hour	<ul style="list-style-type: none">Software license and purchasing approverLicense administration and management	Smart Software Manager (SSM) & License Registration Tool (LRP)

A person with a backpack is seen from behind, looking through a blue telescope. The background shows a cityscape across a river, with a bridge and several buildings, including one with a dome. The scene is brightly lit, suggesting a sunny day.

Learn:

- About Smart Accounts and the benefits for PAK based licenses and Smart Licenses
- Key features of Smart Licensing
- How to request and setup a Smart Account

Agenda

1

Smart Accounts

2

Smart Accounts for PAKs and ELAs

3

Smart Licensing

4

Cisco Software Central (CSC): Create and Manage Smart Accounts Demo

5

Smart Account Roles

6

Customer Support and Additional Resources



Simplifying the Cisco Software Experience

1. Pre-sales Simplicity

Offers are more standard across Cisco product families

Logical product groupings

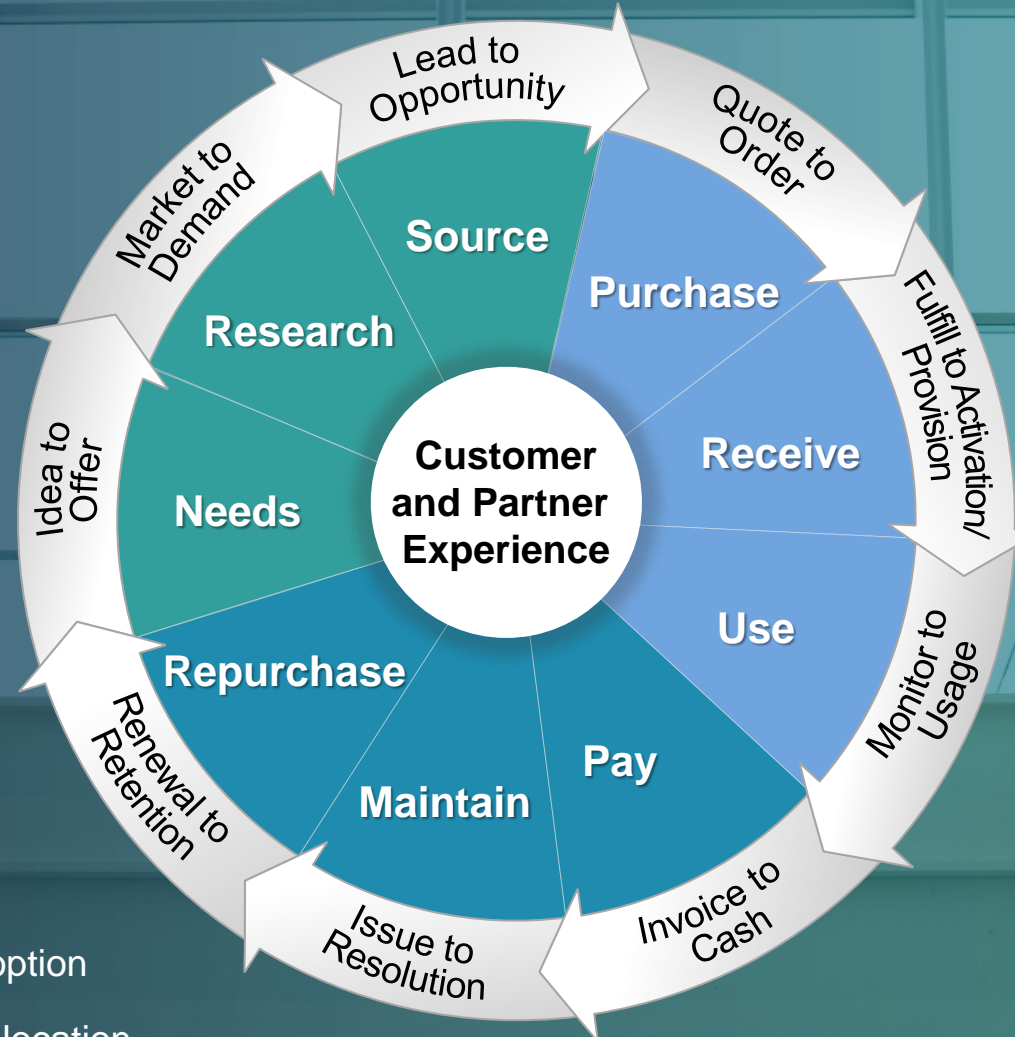
More choices in how to use hardware, software, and services

3. Ongoing Ease of Doing Business

Automated (targeted) invoices based on buying program and specific offers

Visibility into software utilization and adoption

Renew software and support in a single location



2. Easy for Customers to Purchase, Download and Activate

Purchase most Cisco software products in a single location

Easily manage software license assets

Download standalone or upgrade software electronically

Change is Coming...

“Customers don’t know what they own, and Cisco can’t tell them.”

#1 Software CSAT Issue

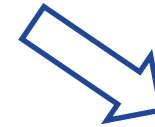


Smart Accounts
User access control and
Enterprise –Wide Visibility



New Smart Licenses

Flexible mobility and visibility into license usage
reduces OPEX cost



Classic PAK Based Licenses

Enterprise view of PAKs, license and devices for
selected users and automatic PAK registration



ELA Licensing Workspace

Simple, enterprise-wide, software license, and
deployment capabilities for ELAs
(Enterprise Licensing Agreements)

Customer Benefits

Benefits for Customers of Smart Licensing and Smart Accounts

Increased and shared visibility to your Cisco devices, software instances, and licenses

Simplified license activation and management

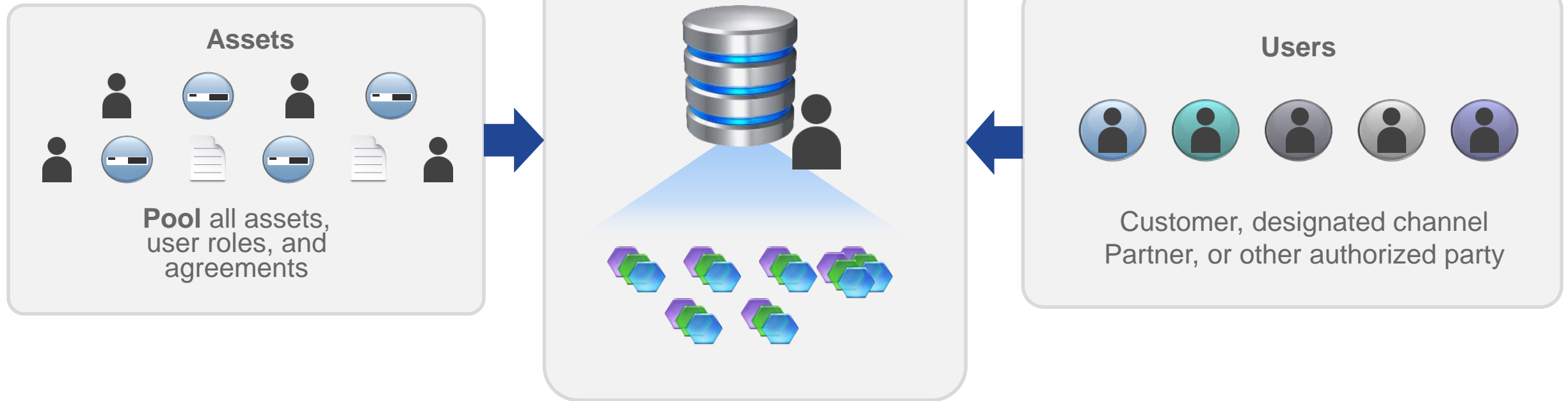
Customer Benefits

Better controlled user access to your Cisco assets

Cisco Partners can manage licenses on your behalf

Cisco Smart Accounts

A Customer or Partner managed **centralized account** that provides **full visibility** and **access control** of Cisco Smart software licenses across Customer's company.

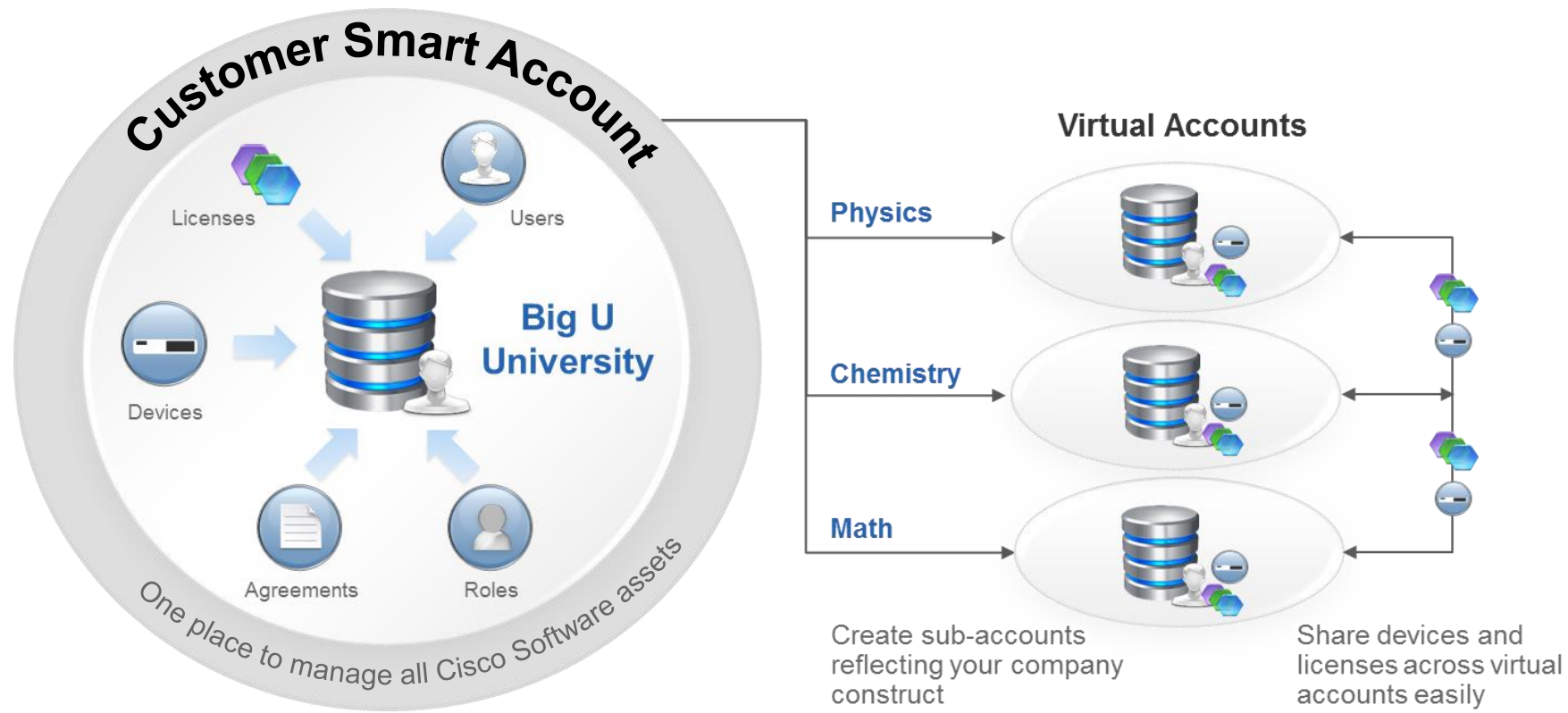


Additional End State Benefits of Smart Accounts include:

- ✓ Find out what new licenses you have
- ✓ Review logs
- ✓ Review Service contracts (FY17)
- ✓ Track Purchases

Smart Account Types

Assets are represented as company owned allowing effortless sharing across your enterprise



Customer Smart Account

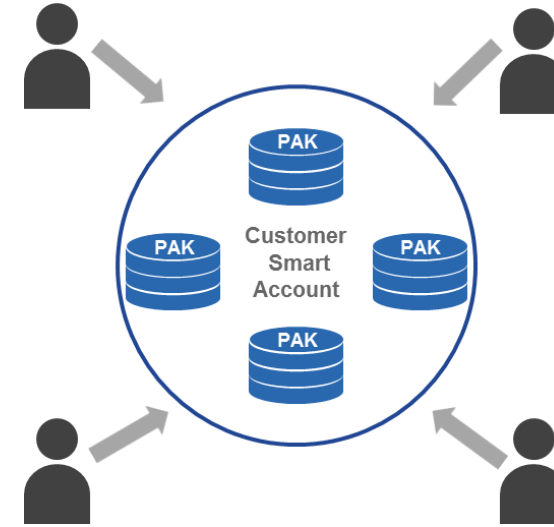
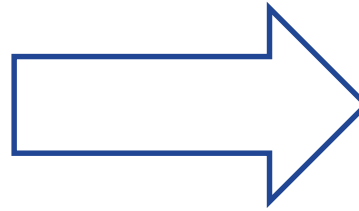
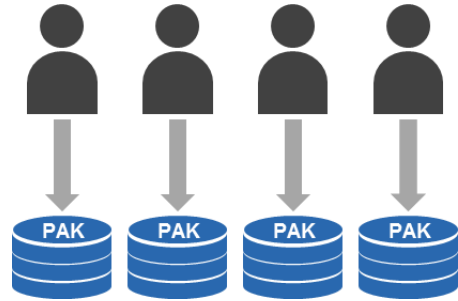
Account where Smart Account enabled products are deposited. Licenses can be managed by Customer directly, Channel Partner, or authorized party.

Who needs this: All Customers

Smart Accounts for Classic PAKs

Assign PAKs to Smart Account for enterprise-wide visibility

Note: If the Partner assigned your PAKs to a Smart Account on the order, then they will be automatically available in LRP. If not, then you can assign them in LRP later on.



Today's Customer Pain Points

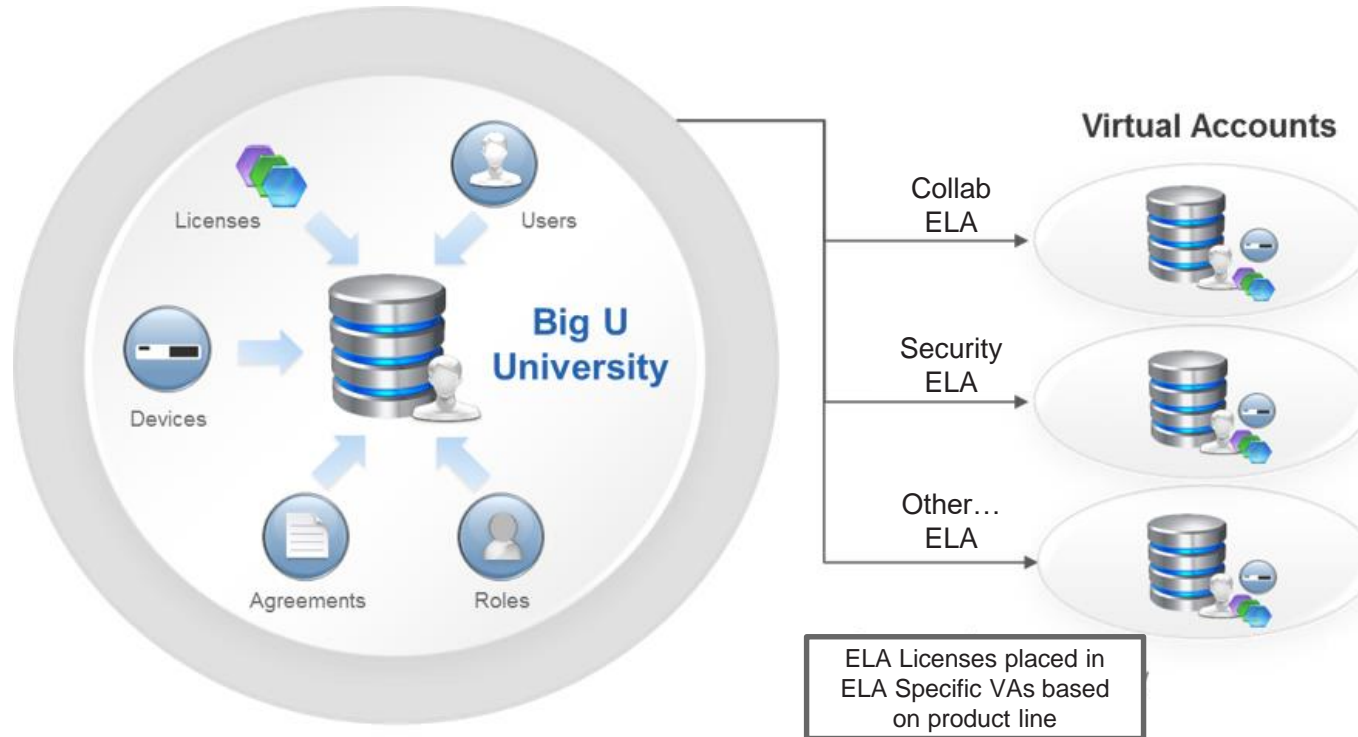
- PAKs and licenses are **tied to the individual**; limiting access and complicating RMA process
- **Manually register** all PAKs in LRP; time consuming process
- **Lost** PAKs involve **extra effort**

What's changing with Smart Accounts for PAKs?

- PAKs, Devices, and licenses are **visible at the enterprise level**, simplifying license management
- PAKs are **automatically available** in License Registration Portal (LRP) when assigned to a Smart Account upfront in CCW Order
- **Guaranteed Delivery** – PAKs will be available to all users with access to the Smart Account

Smart Accounts for ELAs

ELA Licensing Workspace Users need to set up a Smart Account to gain access to the portal



With Smart Accounts now acting as the gateway to the ELA Licensing Workspace, **it becomes essential for all Enterprise License Agreement Customers to have a Smart Account enabled so as to ensure access.**

Benefits

The ELA Licensing Workspace has used Smart Accounts to act as the access point to the workspace. Users now have a separated view of ELAs by product lines (e.g. Collab ELAs in a “CollaborationELA” Virtual Account) and can use the Smart Account to manage user access to the Workspace.

Smart Accounts for ELAs

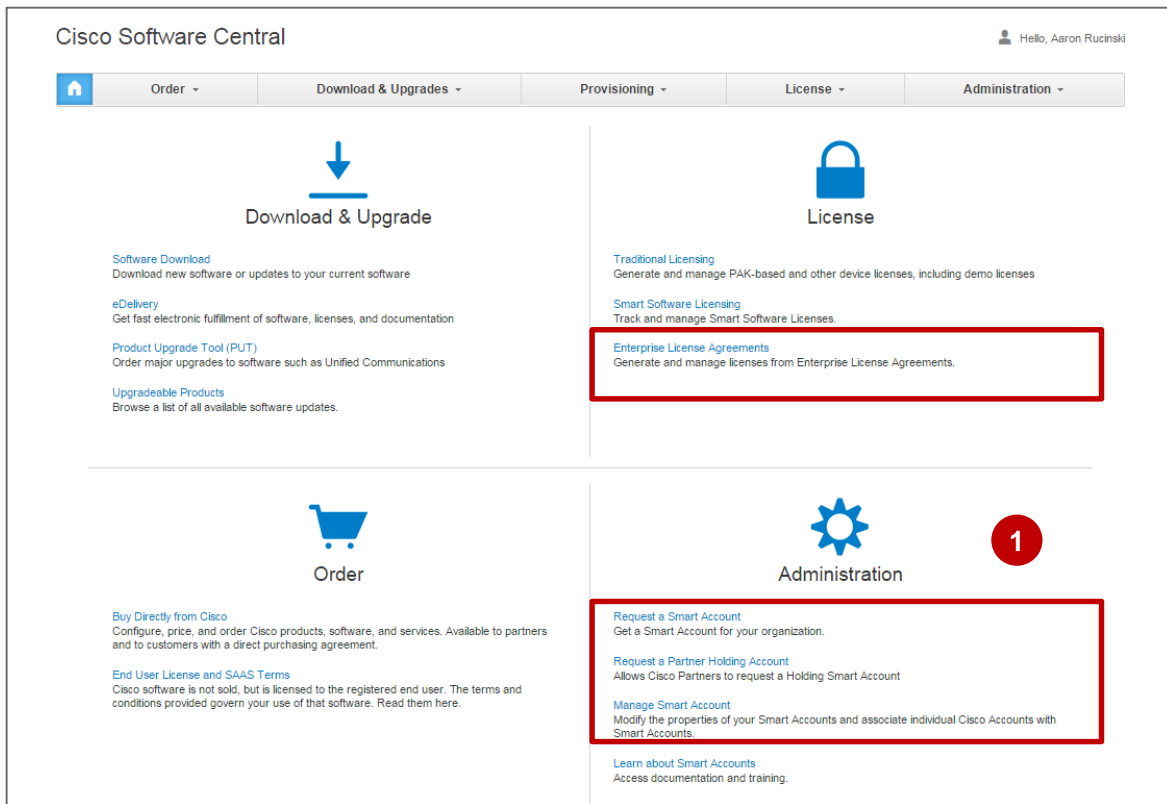
For more information on ELA Licensing Workspace, check the [Appendix](#) and the [ELA Training Guide](#)

How do you access and use your ELAs through your Smart Accounts

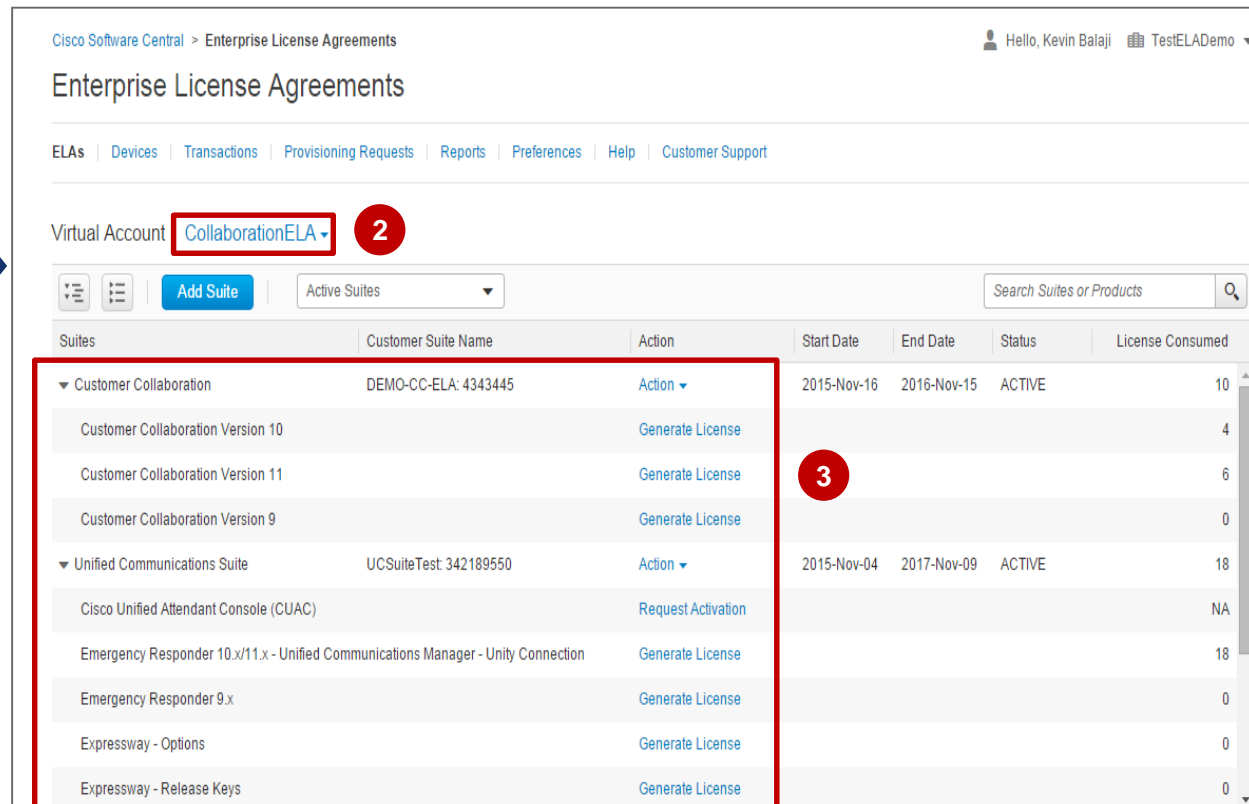
- 1 Request and manage your Smart Account in the Administration tab in CSC
- 2 You can easily switch between Virtual Accounts by clicking on the drop down
- 3 When using the ELA portal, you see a single pane view of your licenses in the selected Virtual Account

1 [Cisco Software Central \(CSC\)](#)
Create and Manage Smart Accounts

2 [ELA Portal](#)
Manage ELA Licenses



The screenshot shows the Cisco Software Central (CSC) Administration tab. The navigation bar includes Order, Download & Upgrades, Provisioning, License, and Administration. The main content area is divided into four quadrants: Download & Upgrade, License, Order, and Administration. The Administration quadrant is highlighted with a red box and a red circle with the number 1. It contains links for 'Request a Smart Account', 'Request a Partner Holding Account', 'Manage Smart Account', and 'Learn about Smart Accounts'.



The screenshot shows the ELA Portal interface. The navigation bar includes ELAs, Devices, Transactions, Provisioning Requests, Reports, Preferences, Help, and Customer Support. The main content area is divided into two sections: Virtual Account and Suites. The Virtual Account dropdown is set to 'CollaborationELA' and is highlighted with a red box and a red circle with the number 2. The Suites table is highlighted with a red box and a red circle with the number 3. The table lists various suites with their respective customer suite names, actions, start and end dates, status, and license consumed.

Suites	Customer Suite Name	Action	Start Date	End Date	Status	License Consumed
▼ Customer Collaboration	DEMO-CC-ELA: 4343445	Action ▼	2015-Nov-16	2016-Nov-15	ACTIVE	10
Customer Collaboration Version 10		Generate License				4
Customer Collaboration Version 11		Generate License				6
Customer Collaboration Version 9		Generate License				0
▼ Unified Communications Suite	UCSuiteTest: 342189550	Action ▼	2015-Nov-04	2017-Nov-09	ACTIVE	18
Cisco Unified Attendant Console (CUAC)		Request Activation				NA
Emergency Responder 10.x/11.x - Unified Communications Manager - Unity Connection		Generate License				18
Emergency Responder 9.x		Generate License				0
Expressway - Options		Generate License				0
Expressway - Release Keys		Generate License				0

Smart Licensing Enabled Products

The following product families are currently smart licensing enabled. A Smart Account is required to purchase an item from this list.

- Cisco Series Aggregation Services Routers (ASR 9000)
- Converged Broadband Router (CBR-8)
- Cisco Cloud Services Router 1000v (CSR1KV)
- Cisco Unified SIP Proxy (CUSP)
- Cisco 5921 Embedded Services Router (5921)
- Adaptive Security Virtual Appliance (ASAv)
- Securities Services Provider (SSP 3RU)
- Cisco Prime Virtual Network Analysis Module (vNAM)
- Aggregation Services Routers Next Generation (ASR NG Sunstone)
- UCS Central
- **Wireless LAN Controller – vWLC, 5520, 8540 *****
- Firepower – FMC, FTD
- ASR – 901/901s, 902, 903, 920 Striker, 920 Pegasus 920 Crete
- Prime Infrastructure
- Network Services Orchestrator (NSO)
- Cisco Policy Suite
- Self Learning Network
- Cisco EPN-M
- ISE (Advanced License)
- FirePower Services – ASA 5500-x
- Industrial Network Director

Note: This product family list is as of September 2016. See full list of orderable Smart Licensing PIDs [here](#). The Smart Licensing Product Roadmap is available [here](#).



*****WLC is Smart Licensing enabled, but does not have Smart Licensing SKUs yet. Smart licensing is optional for WLC.**

You can order classic WLC SKUs (WLC 5520, WLC 8540, and vWLC SKUs) and then you have the option to contact Global Licensing Operations (GLO) to convert them to Smart Licenses. For more details, please check this [FAQ](#)

Rethinking Software Licensing with Smart Licensing

Smart Software Licensing is a new license management tool for new Smart License enabled products. It transforms how you think about Cisco and Software Lifecycle Management.

Limited View

Customers do not know what they own.

PAK Registration

Manually register each device.
Unlock with license key.

Device Specific

Licenses specific to only one device.



Complete View

Software, licenses, devices in one easy to use portal.

Easy Registration

No PAKs. Easy activation.
Device is ready to use.

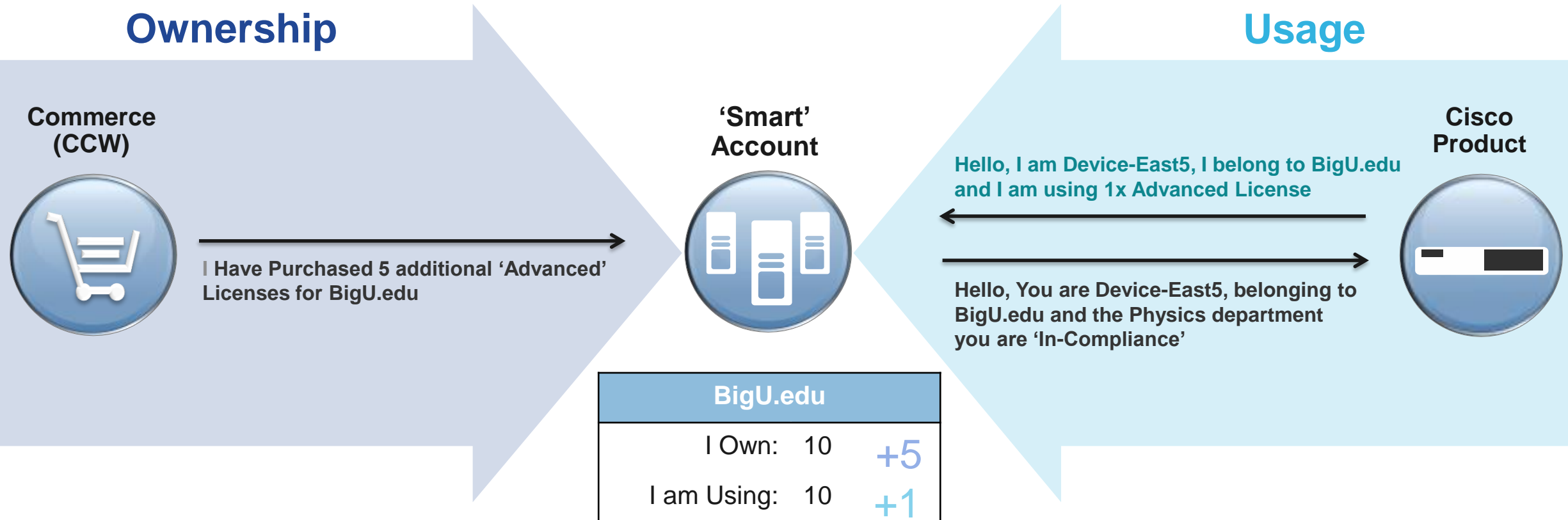
Company Specific

Flexible licensing, use across devices.



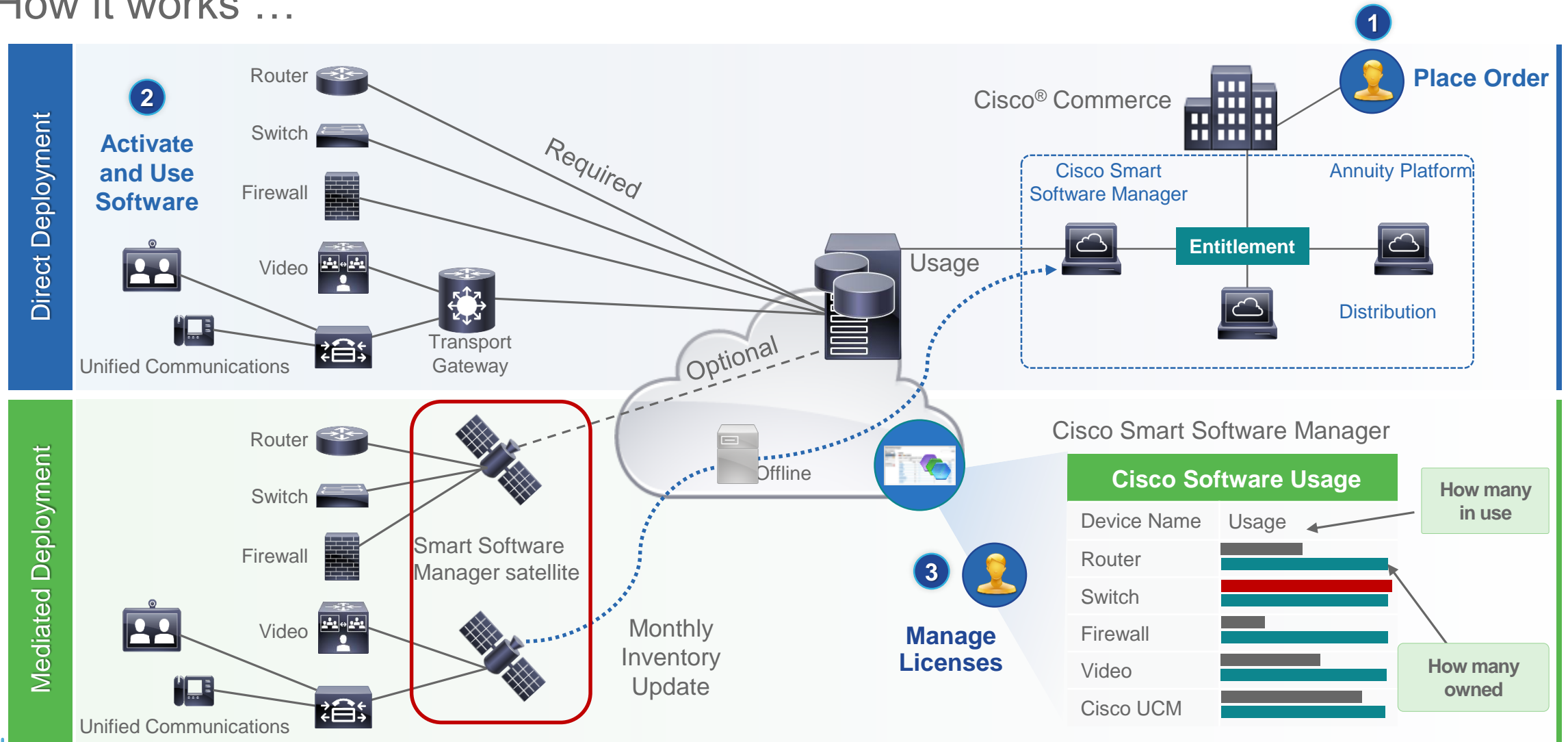
How Does Smart Software Licensing Work?

- Cisco Smart Licensing is a new way of thinking about licensing at Cisco that is being applied to all products
- Smart Licensing provides a Software Inventory Management System that provides Customers, and Selected Partners with information about Software Ownership and Software Utilization



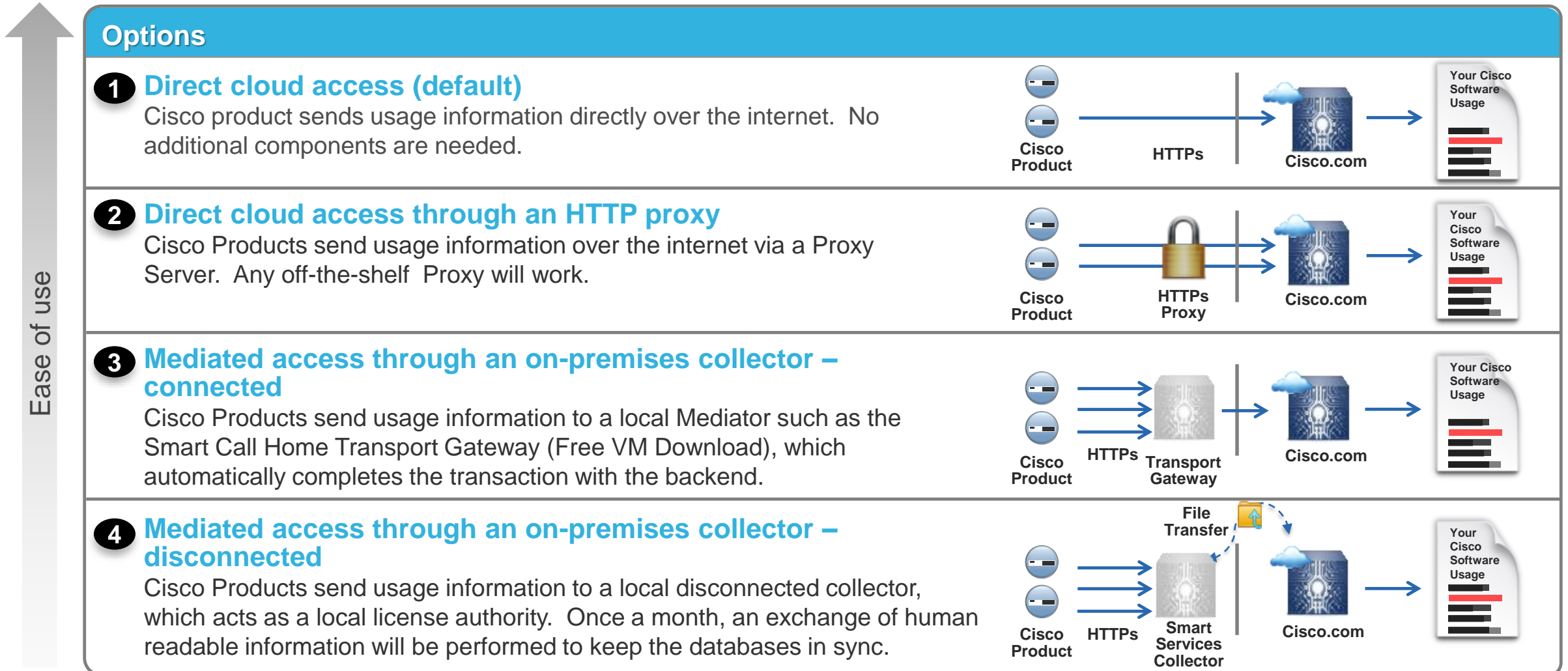
Smart Software Licensing – Deployment Models

How it works ...



Methods for Securely Communicating with Cisco

The Cisco Product is configured to use Smart Licensing at install/provisioning time. Cisco offers four different options for connectivity: the best option depends on how the Customer is deploying their licenses and how their network is setup. Direct cloud access is the default option.



Reference the [Smart Account Manager satellite](#) page for more information on using the satellite option. You will also find the following documents: Users Guide, Installation Guide, Data Sheet, Overview and FAQ.

Key Features of Smart Software Licensing

Fulfill / Activate

Use / Manage

Renew / Upgrade

- **No Product Activation Keys (PAKs)**, automatic registration
- Preload licenses into Smart Account - **ready for activation**
- **Monitor usage**
- Pool licenses and move to compatible devices in any department— **easy RMAs**
- Flexible deployment options to securely **report licensing information** back to Cisco
- **Complete and reliable view** of software and devices
- Monitor renew notifications for **visibility into expiring licenses**

Connected Smart Account Experience

Software.cisco.com is the one stop website for all your software licensing needs

The screenshot shows the Cisco Software Central interface. At the top, it says "Cisco Software Central" and "Hello, Anna Skocka" with a "Cisco Demo Smart Account" dropdown. Below this is a navigation bar with tabs: Home, Order, Download & Upgrades, Provisioning, License, and Administration. The main content area is divided into four quadrants:

- Download & Upgrade:** Includes links for Software Download, eDelivery, Product Upgrade Tool (PUT), and Upgradeable Products.
- License:** Includes links for Traditional Licensing, Smart Software Licensing, and Enterprise License Agreements.
- Order:** Includes links for Buy Directly from Cisco and End User License and SAAS Terms.
- Administration:** Includes links for Request a Smart Account, Request Access to an Existing Smart Account, and Manage Smart Account.

Manage Smart Licenses in SSM and Traditional PAK licenses in LRP

Create and Manage Smart Account in CSC
Request Access to Existing Smart Account

CSC Demo: Creating Customer Smart Accounts

Section Agenda

1

Request Smart Account

2

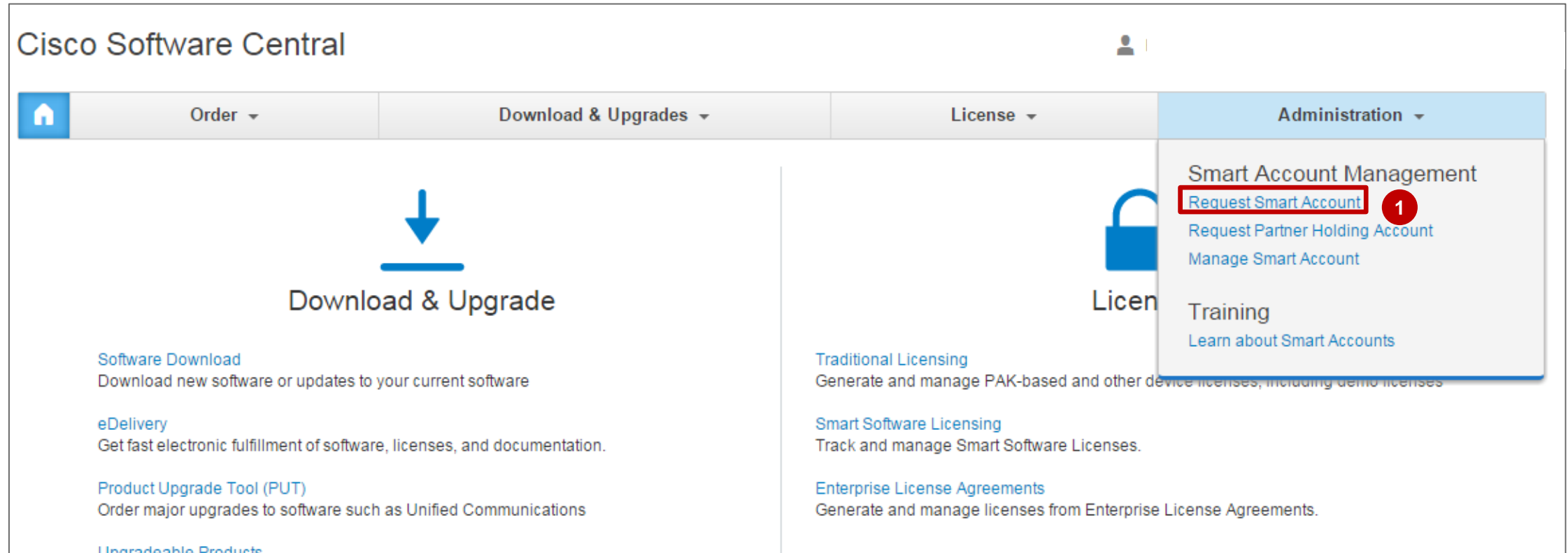
Complete Smart Account Setup

Request Smart Account

Cisco Software Central (CSC)

Request Smart Account – Create a Smart Account

- 1 Click **Administration** and then click the **Create Smart Account** option to request a Smart Account.



The screenshot displays the Cisco Software Central (CSC) user interface. At the top, the title "Cisco Software Central" is visible. Below the title is a navigation bar with four main sections: "Order", "Download & Upgrades", "License", and "Administration". The "Administration" section is currently selected and expanded, showing a dropdown menu with the following options: "Smart Account Management", "Request Smart Account", "Request Partner Holding Account", "Manage Smart Account", "Training", and "Learn about Smart Accounts". The "Request Smart Account" option is highlighted with a red box and a red circle containing the number "1".

The main content area is divided into two columns. The left column is titled "Download & Upgrade" and features a large blue downward arrow icon. Below this, there are four sub-sections: "Software Download" (Download new software or updates to your current software), "eDelivery" (Get fast electronic fulfillment of software, licenses, and documentation), "Product Upgrade Tool (PUT)" (Order major upgrades to software such as Unified Communications), and "Upgradeable Products". The right column is titled "License" and features a blue padlock icon. Below this, there are three sub-sections: "Traditional Licensing" (Generate and manage PAK-based and other device licenses, including demo licenses), "Smart Software Licensing" (Track and manage Smart Software Licenses), and "Enterprise License Agreements" (Generate and manage licenses from Enterprise License Agreements).

Cisco Software Central (CSC)

Request Smart Account – Select an Account Creator

- 1 On the Smart Account Request page, select Yes or No to assign yourself or someone else to be the account creator and represent the company.

Smart Account Request

Use this page to request a Smart Account that will be used for managing your company's relationship with Cisco, including initiatives such as Smart Licensing.

Create Account

Would you like to create the Smart Account now?

Yes, I have authority to represent my company and want to create the Smart Account.

No, the person specified below will create the account. **1**

* Email Address:

Message to Creator:

Account Information

The Account Domain Identifier will be used to **uniquely identify the account**. It is based on the email address of the person creating the account by default and must belong to the company account. [Learn More](#)

* Account Domain Identifier: [Edit](#)

* Account Name:

Creator

This individual has the authority to represent his or her company and create the Account. Note that the Creator can also be the Requestor.

Cisco Software Central (CSC)

Request Smart Account – Update the Account Domain Identifier (Optional)

- 1 Click **Edit** to update the Domain Identifier of the Account (optional – requires additional approval time)
- 2 In the Edit Account Identifier dialog box, review and update domain identifier information and click **OK**.
- 3 Enter Account Name (Company Name) and click **Continue** to complete the Smart Account request.

Smart Account Request

Use this page to request a Smart Account that will be used for managing your company's relationship with Cisco, including initiatives such as Smart Licensing.

Create Account

Would you like to create the Smart Account now?

Yes, I have authority to represent my company and want to create the Smart Account

No, the person specified below will create the account:

* Email Address: john@big-u.edu

Message to Creator:

Account Information

The Account Domain Identifier will be used to **uniquely identify the account**. It is account. [Learn More](#)

* Account Domain Identifier: big-u.edu **Edit**

* Account Name: Big University

Continue

Edit Account Identifier

This Account Domain Identifier is generated based on the domain of the primary email address in your [Cisco.com profile](#) and will need to undergo an approval process if you change it. Cisco will contact you by telephone to complete this process, so please verify or enter your desired contact phone number below.

If you change the Account Domain Identifier, it must maintain domain format and can include subdomains to the left of the domain, e.g., east.example.com or west.example.com.

* Proposed Domain Identifier:

* Contact Phone Number:

OK **Cancel**

Account Domain Identifier

- Identifies company owning the account
- Should be internet domain of company
- Defaults to Creator email domain – can be changed through manual approval

If you choose to edit the Account Domain Identifier at the time of Smart Account Creation, Cisco will contact you to complete the approval process.

In this example, we will demonstrate when someone else is the creator. If the requestor is also the creator, they will continue with the setup process on slide 24.

CISCO

Cisco Software Central (CSC)

Request Smart Account – Complete Initial Request

1 Review the Account information and Click **Create Account**.

It will go into pending state until the person specified as the Creator completes the setup process. They will receive an email with instructions. If the requestor indicated that they were also the creator, then they will proceed to selected the company address at this time, which is demonstrated in the next section.

The screenshot displays the 'Request Smart Account' page in Cisco Software Central. At the top left, the breadcrumb 'Cisco Software Central > Request Smart Account' is visible. On the top right, there is a user profile icon and the text 'Hello, John User'. The main heading is 'Smart Account Request'. Below this is an 'Account Summary' section with the following details:

- Account Domain Identifier: Big-u.edu
- Account Name: Big University
- Account Creator Email: bob@Big-u.edu
- Message to Account Creator: Hi Bob, This is the account setup I mentioned last week.
- Requested By: Al Smith (al.smith@acme.com)

Below the summary is an information icon (i) with a message: 'When you press "Create Account", the account will be created and placed in a PENDING state until the person specified as Account Creator completes the account setup process. The Account Creator will receive an email containing instructions on how to do this.'

At the bottom, there are two buttons: 'Back' and 'Create Account'. The 'Create Account' button is highlighted with a red rectangular box, and a red circle with the number '1' is positioned to its right, indicating the step to be performed.

Complete Smart Account Setup

Cisco will approve the domain (if edited) and Send Approval Email with Next Steps

Cisco Software Central (CSC)

Complete Smart Account Setup

Creator will receive this email from Cisco to complete the Smart Account Setup. Once this is complete and Cisco has approved any domain changes, the account will be created and ready for use.

- 1 Click **Complete Smart Account Setup** to continue with the Smart Account creation.
- 2 You need a CCO ID. If you don't have one, click **register for a new account**.

New Cisco Smart Account - Big-U University (Pending)

A new Cisco Smart Account has been requested for "Big-U University" and you have been designated as the person to create this account. A Smart Account is used for managing your company's relationship with Cisco, including initiatives such as Smart Licensing. This account is currently in a Pending state, as it requires a person designated as the "Account Creator" to complete the process. Review the Account Summary information below and click the Complete Smart Account Setup link to continue.

[Complete Smart Account Setup »](#)

1

Note: You will need to log in with a Cisco.com ID. If you don't have one, you will need to [register for a new account](#)

2

Cisco Smart Account Summary

Account Domain Identifier:	big-u.edu
Account Name:	Big-U University
Account Status:	Pending
Account Creator:	Bill Jones (bill.jones@big-u.edu)
Requested by:	Al Smith (al.smith@acme.com)
Message to Account Creator:	Hi Bill, This is the account setup I mentioned last week.

If you feel you got this notification in error, contact [Al Smith](#), who requested the account, or [click here to reject the account request](#).

Note: the account can be requested by a Partner or Sales user on your behalf. In that case, the creator for your company will need to accept the role and complete the setup for the account to be created. You need the account to consume any smart licenses purchased.

Cisco Software Central (CSC)

Accept Creator Role

- 1 Creator will accept the role or decline and/or nominate another person. In this example, we are assuming they accepted the creator role.

Cisco Software Central > Request Smart Account Hello, John User


Smart Account Request

A Cisco Smart Account has been set up for "Big-U University" and you have been nominated as the person to create the account. This Smart Account will help you manage and track Cisco products and services for your organization. The account is currently in a Pending state and will remain so until the setup process has been completed.

Create Account

1 Would you like to create the Smart Account now?

Yes, I have authority to represent my company and want to create the Smart Account.

 A Smart Account helps manage and track Cisco products and services for your organization. By creating this Smart Account, you agree that you are authorized to create accounts and manage product and service entitlements, users and roles on behalf of your organization. **Cisco Partners should not choose this option if they are representing a Customer.**

No, I will not create the account and do not know who to nominate to create it

No, the person specified below will create the account:

* Email Address:

Account Summary

Account Domain Identifier: bigu.edu
Account Name: Big U
Message to Account Creator: Hi Bob, This is the account setup I mentioned last week.
Requested By: Al Smith (al.smith@acme.com)

[Continue](#)

Cisco Software Central (CSC)

Complete Smart Account Setup

- 1 Enter the Account Name in the Account Name field. Edit domain if needed.
- 2 Click **Continue**.

**Note: the Account Name should reference the Company Name, to mirror the Domain of the Account Owner's Company. E.g. If the Domain is Cisco.com, the Account Name should be Cisco.*

Cisco Software Central > Request Smart Account Hello, John User

Smart Account Request

Account Information

The Account Domain Identifier will be used to **uniquely identify the account**. It is based on the email address of the person creating the account by default and must belong to the company that will own this account. [Learn More](#)

* Account Domain Identifier: **bigu.edu** [Edit](#) 1

* Account Name:

[Back](#) [Continue](#) 2

Cisco Software Central (CSC)

Complete Smart Account Setup – Enter Company Headquarters Address

In order to validate the identity of the new Smart Account, you need to enter your Company address.

- 1 Enter the company/organization headquarters address (populate all the mandatory fields)
- 2 Click **Continue**.

Worldwide [change] | Logged In | Account | Log Out | My Cisco

Products & Services | Support | How to Buy | Training & Events | Partners

Cisco Software Central > Request Smart Account | Hello, John Doe

Smart Account Request

1 In order to validate the identity of the new account, Cisco requires that the account be associated with the **legal address for the company/organization headquarters**.

Enter Company/Organization Headquarters Address

* Company/Organization Name:

* Country:

* Address:

Address 2:

* City:

* State/Province/Region:

* Zip Code/Postal Code:

**Note: if state/province and/or zip code/postal code does not apply, please enter NA

2

Depending on the User's profile, the company information may be pre-populated for confirmation or require manual entry.

Cisco Software Central (CSC)

Complete Smart Account Setup – Select Additional Approvers & Administrators

- 1 Add Approvers or designate yourself as the approver. The Approver should have the authority to bind the company in any agreements pertaining to the Smart Account.
- 2 Add Account Administrators.
- 3 Click **Continue**.

Cisco Software Central > Request Smart Account Hello, John User

Smart Account Request

You can nominate Account Approvers and additional Account Administrators now or add them after the account has been created. If you nominate users now, emails will be sent to the specified addresses containing instructions on how to accept the role and access the account.

Account Approvers (optional)
As Approvers, these users must have the proper authority to bind your company to certain agreements, e.g., license agreements.

1 **Approvers:**
 I will be an Account Approver

Additional Account Administrators (optional)
2 You will be an Administrator for this account, but you can also nominate other persons to act as Administrators. [Learn More](#)

Additional Administrators:

3

Approver:

- A User with the authority to bind their company to license agreement and any agreements pertaining to the Smart Account
- Accepts the Smart Licensing agreement

Administrator:

- Approve access for other users' Smart Accounts
- License management in Smart Software Manager
- Can accept the Smart Licensing agreement → becomes Approver

Cisco Software Central (CSC)

Complete Smart Account Setup

- 1 Review the account information and click **Create Account** to complete the Account Setup.

Cisco Software Central > Request Smart Account Hello, John User

Smart Account Request

Review the information below to ensure it is correct before continuing.

Account Request Summary

Account Domain Identifier:	bigu.edu
Account Name:	Big U
Address:	170 Tasman Drive
City:	San Jose
State/Province/Region:	CA
Zip Code/Postal Code:	95134
Country:	United States
Account Approvers:	Bob Smith (bob.smith@bigu.edu)
Account Administrators:	Bob Smith (bob.smith@bigu.edu)
Requested By:	Bob Smith (bob.smith@bigu.edu)

[Back](#) [Create Account](#) 1


Cisco Software Central (CSC)

Complete Smart Account Setup - Confirmation

- 1 Confirmation page. Click Cisco Software Central to view and manage your Smart Account. To manage the individual Smart Licenses, go to SSM.

[Cisco Software Central](#) > [Request Smart Account](#) Hello, John User

Smart Account Request

 The account setup process has been completed and a confirmation email will be sent to you shortly.

Account Information

Account Domain Identifier: bigu.edu
Account Name: Big U
Address: 170 Tasman Drive
City: San Jose
State/Province/Region: CA
Zip Code/Postal Code: 95134
Country: United States
Account Approvers: Bob Smith (bob.smith@bigu.edu)
Account Administrators: Bob Smith (bob.smith@bigu.edu)
Requested By: Bob Smith (bob.smith@bigu.edu)

Getting Started

Go to [Cisco Software Central](#) to get started with your account:

- View and manage account properties
- Add Account Administrators and Account Approvers
- Manage Virtual Accounts
- Accept Legal Agreements

Request Access to an Existing Smart Account

Cisco Software Central (CSC)

Request Access to an Existing Smart Account

1 A link to **Request Access to an existing Smart Account** is available to the Users.



From here you can place a request to access any existing Smart Account.



Download & Upgrade

Software Download

Download new software or updates to your current software

Upgradeable Products

Browse a list of all available software updates.



License

Traditional Licensing

Generate and manage PAK-based and other device licenses, including demo licenses

Smart Software Licensing

Track and manage Smart Software Licenses.

Enterprise License Agreements

Generate and manage licenses from Enterprise License Agreements.



Order

Buy Directly from Cisco

Configure, price, and order Cisco products, software, and services. Available to partners and to customers with a direct purchasing agreement.

End User License and SAAS Terms

Cisco software is not sold, but is licensed to the registered end user. The terms and conditions provided govern your use of that software. Read them here.



Administration

1

Request a Smart Account

Get a Smart Account for your organization.

Request Access to an Existing Smart Account

Submit a request for access to a Smart Account.

Manage Smart Account

Modify the properties of your Smart Accounts and associate individual Cisco Accounts with Smart Accounts.

Learn about Smart Accounts

Access documentation and training.

Cisco Software Central (CSC)

Request Access to an Existing Smart Account

- 1 After clicking **Request Access to an Existing Smart Account**, you will be redirected to this view.

The information from your **Cisco.com profile** is used to verify your identity when the request is sent to the Smart Account Admins for review.

Please ensure that your Cisco.com user profile is updated.

Cisco Software Central > Request Access to a Smart Account Hello, John Doe

Request Access to an Existing Smart Account

Use this page to request access to a Smart Account or Holding Account that has already been established by your company or associates. You will need to know the specific Domain Identifier that represents the Smart Account to request access.

Your Profile

1 Your Cisco.com profile will be included with the access request to the Account Administrators. It is very important that it is accurate before proceeding. If you need to [update your profile](#), do it now.

Company / Organization Name:	CISCO IT PRODUCTION NETWORK SAN JOSE BLDG A
Full Name:	John Doe
Email Address:	SSLMTester1@gmail.com
Cisco ID:	SSLMTester1
Phone:	+1 4084240807

Smart Account Domain Identifier

Confirm the Smart or Holding Account Domain Identifier you are requesting access to, by entering it below:

• Account Domain Identifier:

Cisco Software Central (CSC)

Request Access to an Existing Smart Account

You can **validate whether a Smart Account exists** by entering the **Domain Identifier**, so that you can place a request to get access to an existing Smart Account.

- 1 If you enter the wrong Domain Identifier, an error message will be displayed.
- 2 When a correct Domain Identifier is entered, the corresponding Smart Account will be displayed.

Note: The Domain Identifier is the unique ID that is tied to a Smart Account so it is important to know the Domain Identifier of the Smart Account for which you are requesting access.



Cisco Software Central > Request Access to a Smart Account

Hello, John D

Request Access to an Existing Smart Account

Use this page to request access to a Smart Account or Holding Account that has already been established by your company or associates. You will need to know the specific Domain Identifier that represents the Smart Account to request access.

Your Profile

Your Cisco.com profile will be included with the access request to the Account Administrators. It is very important that it is accurate before proceeding. If you need to [update your profile](#), do it now.

Company / Organization Name:	CISCO IT PRODUCTION NETWORK SAN JOSE BLDG A
Full Name:	John Doe
Email Address:	SSLMTester1@gmail.com
Cisco ID:	SSLMTester1
Phone:	+1 4084240607

Smart Account Domain Identifier

Confirm the Smart or Holding Account Domain Identifier you are requesting access to, by entering it below:

* Account Domain Identifier:

No matching accounts found.

Use this page to request access to a Smart Account or Holding Account that has already been established by your company or associates. You will need to know the specific Domain Identifier that represents the Smart Account to request access.

Your Profile

Your Cisco.com profile will be included with the access request to the Account Administrators. It is very important that it is accurate before proceeding. If you need to [update your profile](#), do it now.

Company / Organization Name:	CISCO IT PRODUCTION NETWORK SAN JOSE BLDG A
Full Name:	John Doe
Email Address:	SSLMTester1@gmail.com
Cisco ID:	SSLMTester1
Phone:	+1 4084240607

Smart Account Domain Identifier

Confirm the Smart or Holding Account Domain Identifier you are requesting access to, by entering it below:

* Account Domain Identifier:

* Matching accounts found. Select one:

- Account Name: CISCO.COM Customer Account
Account Type: Customer Smart Account
- Account Name: CISCO.COM Holding Account
Account Type: Holding Smart Account

* Reason for Request:

10 character minimum 1000 remaining

Cisco Software Central (CSC)

Request Access to an Existing Smart Account: email notification to Administrators

- 1 When a new request for access is placed for a Smart Account, an email is triggered to all the existing Smart Account Administrators, so that they can act on the request.

From: stage-CiscoAccountServices@cisco.com [mailto:stage-CiscoAccountServices@cisco.com]
Sent: Thursday, May 26, 2016 4:15 PM
To: cas-stage-notifications@external.cisco.com; CSWauto@hotmail.com
Subject: Cisco Smart Account Access Request - CISCO.COM Customer Account

-----START INFO(Not displayed in production)-----
TO: hakvana@cisco.com
-----END INFO(Not displayed in production)-----

Cisco Smart Account Access Request

Dear Smart Account Administrator,

There is a new access request for the Smart Account: CISCO.COM Customer Account. Review the access request details and choose one of the links below to login to Cisco Software Central to approve or decline the request.

[View this request](#)
[View all requests](#)

Account Details

Account Domain Identifier:	cisco.com
Account Name:	CISCO.COM Customer Account
Account Type:	Customer Smart Account

Requested By

Cisco ID:	SSLMTester1
Full Name:	John Doe
Email Address:	SSLMTester1@email.com
Company / Organization Name:	CISCO IT PRODUCTION NETWORK SAN JOSE BLDG A
Phone:	+1 4084240607

Request Detail

Date of Request:	May 26, 2016 23:15:11 GMT
Reason for Request:	test reason

Thank you,
Cisco Systems

Once a request is placed, an email is sent to all Admins.

In the scenario in which two Admins access the request at same time, once the first takes action, the second gets a real time message stating that the request has been acted upon.

Cisco Software Central (CSC)

Access Request Approval by the Smart Account Administrator

- 1 A Smart Account Administrator has two options:
 - A If the request came in from someone within their own organization (or a Partner) they can **approve** the request. *If they are not sure, they can contact or email the person concerned.*
 - B The Administrator can **decline** the request if they feel the request is invalid.
- 2 In case of an approval, the Administrator will need to decide the access level.

Note: a Partner can also place requests to access their Customer's Smart Account so that they can access and manage the Account and entitlements on Customer's behalf

The screenshot displays the 'Account Details' and 'Available Actions' sections of the Cisco Software Central interface. The 'Account Details' section includes fields for Account Domain Identifier (buproductiontest.cisco.com), Account Name (BU Production Testing), Account Type (Customer Smart Account), Requested By (John Doe), Date of Request (2016-May-25, 10:10), Reason for Request (-), and Current Roles (Smart Account Administrator). The 'Available Actions' section shows a warning message: 'The Requestor already has assigned roles in the Smart Account. Selecting "Approve" or "Decline" for this request will keep the Requestor's current roles. During the "Approve" action you have the option to modify the Requestor's roles, otherwise all other changes to the Requestor's roles will need to be performed within the Manage Smart Account Users tab.' Below this, there are radio buttons for 'Approve' and 'Decline', and 'Submit' and 'Cancel' buttons. A red box highlights the 'Approve' radio button and the 'Available Actions' section, with a red circle '2' indicating the next step. A red circle '1' is also present near the 'Approve' radio button.

Cisco Software Central

Access Request Approval by the Smart Account Administrator

- 1 A Smart Account Administrator can also view and access all the requests from the **Access Requests** tab in **My Smart Account**.
- 2 If a request is pending, the Admin can click on the hyperlinked option to access its details.

1

My Smart Account

Account Properties | Virtual Accounts | Users | **Access Requests** | Account Agreements | Event Log

Access Requests

Requestor	Cisco.com ID	Email	Company	Date of Request *	Status	Action By
Cory LeContractor	cory3	cory@gmail.com	Cory and Company LLC	2016-JAN-15, 23:45GMT	Pending...	
Cory LeContractor	cory3	cory@gmail.com	Cory and Company LLC	2016-JAN-15, 23:45GMT	Pending...	
Cory LeContractor	cory3	cory@gmail.com	Cory and Company LLC	2016-JAN-15, 23:45GMT	Declined	adammu
Paul Phisy	paulie	paul@whatamatteru.com	Pauls secret fish house	2016-JAN-15, 23:45GMT	Approved	adadmu
Bill Waters	bill	bill@waterworks.com	Waterworks	2016-JAN-15, 23:45GMT	Approved	adadmu

2

Cisco Software Central > Manage Smart Accounts

My Smart Account

Account Properties | Virtual Accounts | Users | **Access Requests** | Account Agreements | Event Log

Account Request Review

Account Details

Account Domain Identifier: mu.com
Account Name: Middle University
Account Type: Customer Smart Account

Requested By

Cisco ID: cory3
Full Name: Cory LeContractor
Email Address: cory@gmail.com
Company / Organization Name: Cory and Company LLC
Phone: +1 415 555 1234

Request Detail

Date of Request: 2016-JAN-15, 23:45GMT
Reason for Request: I need to access so that I can configure some hardware.

Available Actions

Select to Approve or Decline the Request and then complete the required information if necessary.

Approve
 Decline

Submit Cancel

Cisco Software Central (CSC)

Request Access to an Existing Smart Account: email notification to Requester

Once the Smart Account Administrator takes action, an email is triggered to the Requester.

- 1 In case of an approval, the Smart Account Role assigned is stated in the email.
- 2 In case of a decline, the reason is specified in the email.

From: stage-CiscoAccountServices@cisco.com [mailto:stage-CiscoAccountServices@cisco.com]
Sent: Thursday, May 26, 2016 4:21 PM
To: cas-stage-notifications@external.cisco.com; CSWauto@hotmail.com
Subject: Cisco Smart Account Access Request - BU Production Testing - Approved

-----START INFO (Not displayed in production)-----
TO: SSLMTester1@gmail.com
BCC: rolasemi@cisco.com, smartlicuser1@gmail.com, pasoltan@cisco.com, wasonq@cisco.com,
-----END INFO (Not displayed in production)-----

Cisco Smart Account Access Request Approved

Hello,

Your recent request for Smart Account access has been approved. See below for the details:

Cisco Smart Account Summary

Account Domain Identifier:	buproductiontest.cisco.com
Account Name:	BU Production Testing
Account Type:	Customer Smart Account
Roles Assigned by:	John Doe (SSLMTester1@gmail.com)
Roles Assigned on:	May 26, 2016 23:20:30 GMT

You can visit [Cisco Software Central](#) to manage your Smart Account.

1

Role(s) Assigned:

- Smart Account Administrator

From: stage-CiscoAccountServices@cisco.com [mailto:stage-CiscoAccountServices@cisco.com]
Sent: Thursday, May 26, 2016 12:35 PM
To: cas-stage-notifications@external.cisco.com; CSWauto@hotmail.com
Subject: Cisco Smart Account Access Request - 1199SEIU BENEFIT AND PENSION FUNDS - Declined

-----START INFO (Not displayed in production)-----
TO: csw_add_approver1@yahoo.in
BCC: akbar.khan@1199funds.org, csw_add_approver1@yahoo.in
-----END INFO (Not displayed in production)-----

Cisco Smart Account Access Request Declined

Dear Smart Account User,

Your recent request for Smart Account access has been declined. See below for the details:

Cisco Smart Account Summary

Account Domain Identifier:	1199funds.org
Account Name:	1199SEIU BENEFIT AND PENSION FUNDS
Request Declined On:	May 26, 2016 19:35:25 GMT

2

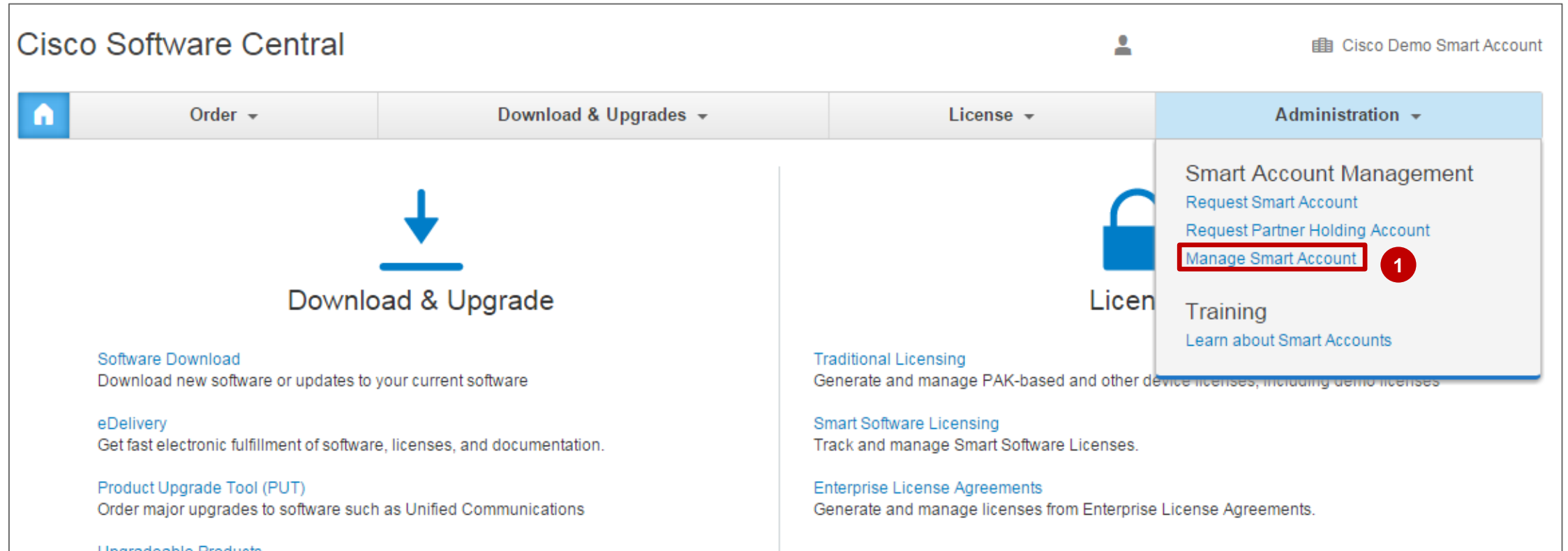
Reason for Decline:

Manage Smart Accounts

Cisco Software Central (CSC)

Manage Smart Accounts

1 To access and manage Smart Account, click **Manage Smart Account**.



The screenshot shows the Cisco Software Central interface. At the top, the title "Cisco Software Central" is on the left, and "Cisco Demo Smart Account" is on the right. Below the title bar is a navigation menu with four tabs: "Order", "Download & Upgrades", "License", and "Administration". The "Administration" tab is selected and highlighted in light blue. A dropdown menu is open under "Administration", listing several options: "Smart Account Management", "Request Smart Account", "Request Partner Holding Account", "Manage Smart Account", "Training", and "Learn about Smart Accounts". The "Manage Smart Account" option is highlighted with a red rectangular box, and a red circle with the number "1" is placed to its right. The main content area is split into two columns. The left column is titled "Download & Upgrade" and features a large blue downward arrow icon. It contains links for "Software Download", "eDelivery", "Product Upgrade Tool (PUT)", and "Upgradeable Products". The right column is titled "License" and features a blue padlock icon. It contains links for "Traditional Licensing", "Smart Software Licensing", and "Enterprise License Agreements".

Cisco Software Central (CSC)

Manage Customer Smart Accounts – Account Properties

- 1 Account name can be modified by Account Approver or Administrator in Account Properties tab.

My Smart Account

[Account Properties](#) | [Virtual Accounts](#) | [Users](#) | [Account Agreements](#) | [Event Log](#)

Account Information

Account Status	Active
Account Domain Identifier:	demo.cisco.com
1 Name:	Cisco Demo Smart Account
Address:	170 W TASMAN DR, SAN JOSE, CA, UNITED STATES
Account Creator:	John Alongi (jalongi@cisco.com)
Account Requested By:	John Alongi (jalongi@cisco.com)
Account Request Date:	December 24, 2014
Account Activation Date:	December 24, 2014

**Note: the Account Name should reference the Company Name, to mirror the Domain of the Account Owner's Company.*

E.g. If the Domain is Cisco.com, the Account Name should be Cisco.

Cisco Software Central (CSC)

Manage Customer Smart Accounts – Virtual Accounts

- 1 In Virtual Accounts tab, click **New Virtual Account** to add a new Virtual Account.
- 2 Enter name and description and make it the default account if desired. Click **Save**.
- 3 You can also search for Virtual Accounts.

The screenshot shows the 'My Smart Account' page in Cisco Software Central. The 'Virtual Accounts' tab is selected in the navigation bar. A modal window titled 'New Virtual Account' is open, prompting the user to enter a name and description. Below the modal, a table lists existing virtual accounts. A search bar is located at the top right of the table area.

Virtual Accounts Table:

Virtual Account Name	Description	Actions
Frost Family	Frost Family	Delete...
DEFAULT	This is the default virtual account created during company account creation.	Delete...
CUSP 9.0	CUSP 9.0	Delete...
1_EMEAR Demo	1_EMEAR Demo	Delete...

Cisco Software Central (CSC)

Manage Customer Smart Accounts – Edit Virtual Accounts

- 1 Click Virtual Account link to edit the existing Virtual Accounts.
- 2 You can edit name, description, and change default in the General tab.
- 3 Associated users display in the Users tab.
- 4 Click **Delete Account** to delete the Virtual Account.

My Smart Account

[Account Properties](#) | [Virtual Accounts](#) | [Users](#) | [Account Agreements](#) | [Event Log](#)

Virtual Accounts

New Virtual Account...

Virtual Account Name ▲	Description
1_EMEAR Demo	1_EMEAR Demo
2_EMEAR Demo	2_EMEAR Demo

1_EMEAR Demo

General | Users

* Name: 1_EMEAR Demo

Description: 1_EMEAR Demo

Make this the default destination for new licenses.

Current Default Virtual Account: UK-Public Sector

i You can manage licenses assigned to this account in [Cisco Smart Software Manager](#)

Delete Account... Save

Cisco Software Central (CSC)

Manage Smart Accounts: Users

In the Users tab, all users associated with the Account are displayed.

- 1 Upon selecting **Users** you will be able to see a list of users and an option to add a **New User**.

Cisco Software Central > Manage Smart Account

Hello, John Doe RBACUSWalkthroughgmail.com

My Smart Account

Account Properties | Virtual Accounts | **Users** | Account Agreements | Event Log

1 Users

New User... Search by name, email or company

User Name	Email Address	Company	Roles	Actions
John Doe	SSLMTester1@gmail.com	CISCO IT PRODUCTION NETW...	Smart Account Administrator	Remove...

Showing 1 Record

Cisco Software Central (CSC)

Manage Smart Accounts: Identify New User

- 1 Upon selecting **New User**, a pop-up appears: **Step 1, Identify New User**. You can enter the email ID or CEC ID of the new Smart Account user and then select **Search**. The system verifies whether a profile has been set up for them or not.
- 2 If there is a match, the pop-up will automatically populate the details, including **Full Name, Email Address, Cisco.com ID, and Company**.
- 3 Select **Next** to proceed.

Worldwide [change] | Logged In | Account | Log Out | My Lists

New User

STEP 1 Identify New User | STEP 2 Select Roles | STEP 3 Review and Confirm

1 In order to be granted access to your Smart Account, the user must have a Cisco.com ID. Begin by entering the user's Cisco.com ID or email address below to search for the user's account.

* Email or Cisco.com ID: Search

2

3 Verify that the information below matches the person to whom you intend to grant account access.

Full Name:	Bill Jones
Email Address:	SSLMTester2@gmail.com
Cisco.com ID:	SSLMTester2
Company:	S CISCO FLOORING INC

Cancel Back **Next**

Cisco Software Central (CSC)

Manage Smart Accounts: Select Smart Account Role

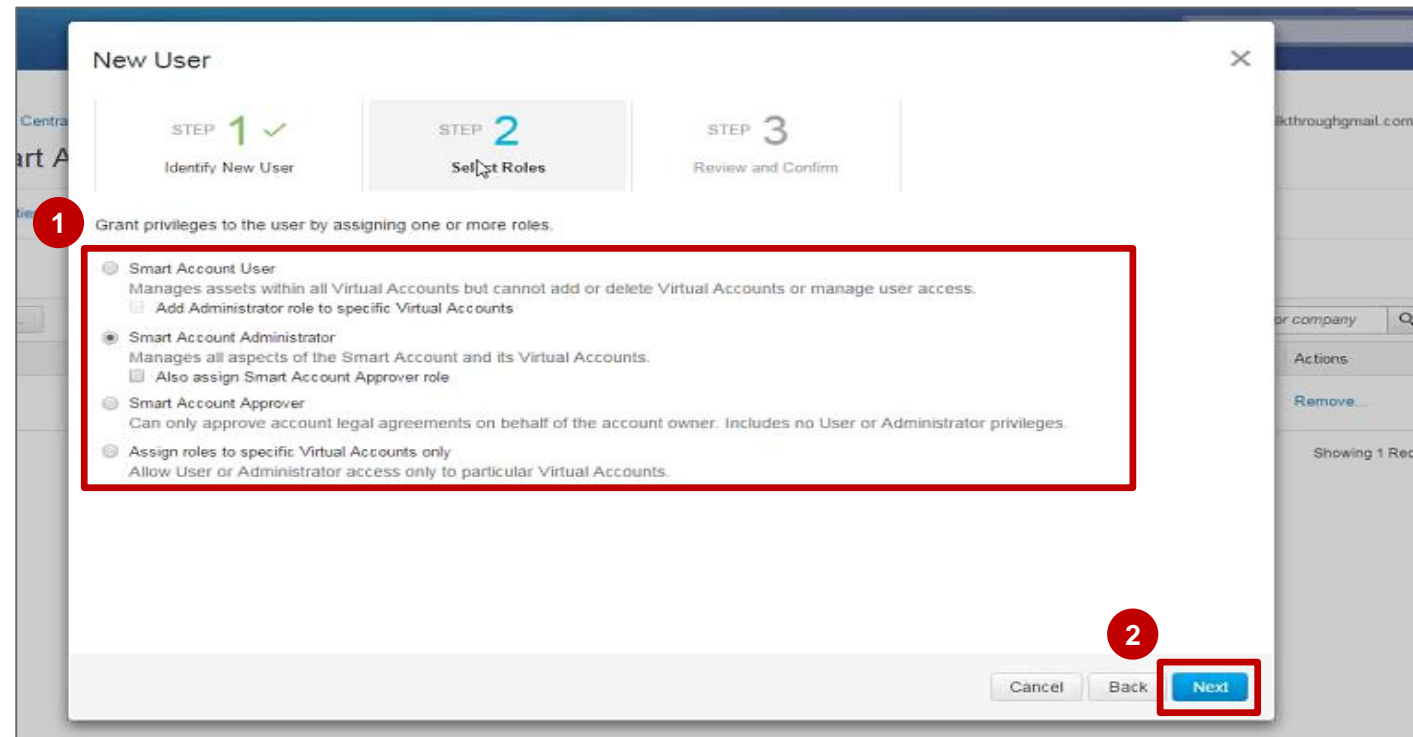
You are then redirected to **Step 2: Select Roles**.

1 Here, roles and associated privileges are assigned.

The Smart Account Administrator can assign other users the following roles:

- **Smart Account User**
- **Smart Account Administrator**
- **Smart Account Approver**
- **Assign to Specific Virtual Account only**

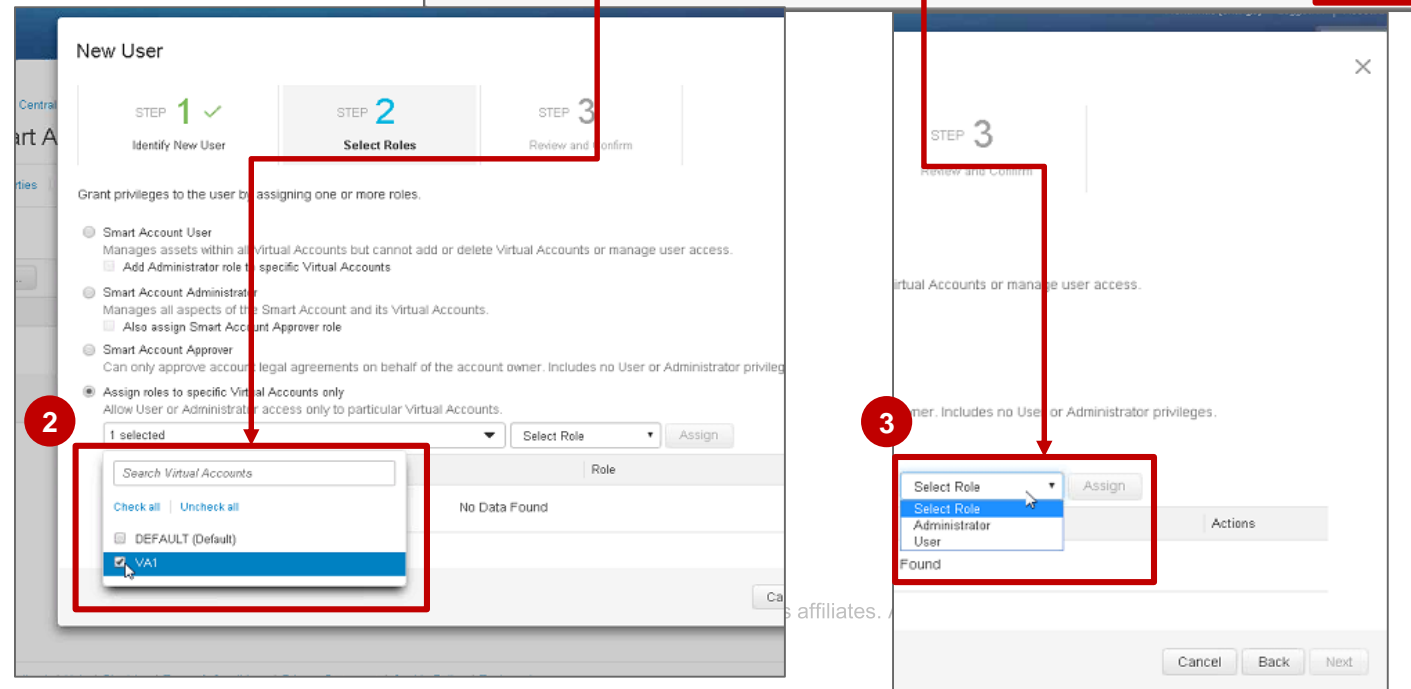
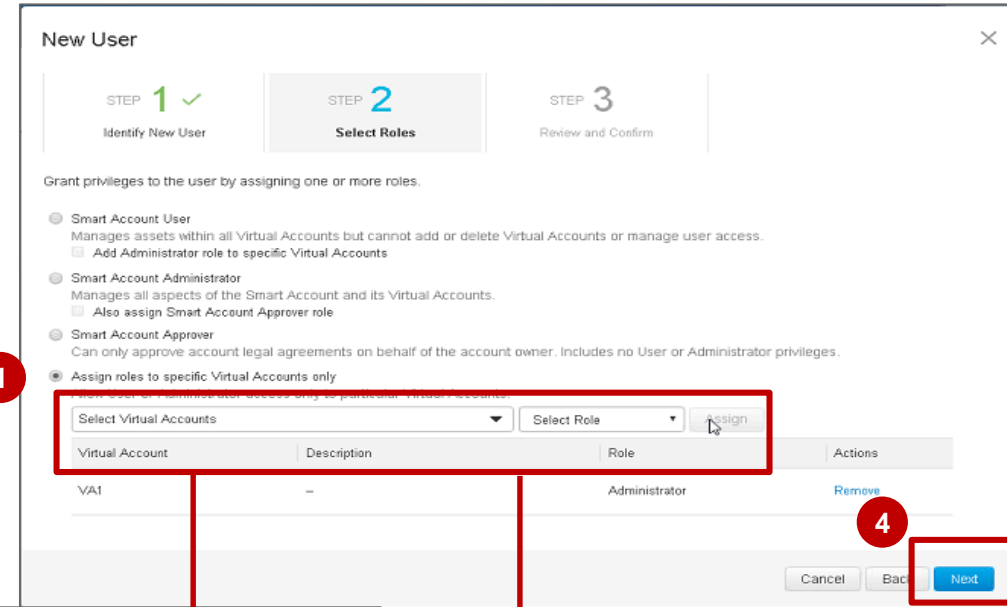
Once you have decided what role to assign, select the corresponding radio button, and 2 select **Next** to continue.



Cisco Software Central (CSC)

Manage Smart Accounts: Select VA Role

- 1** In Step 2: **Select Roles**, you can **Assign Roles to specific Virtual Accounts only**, to set up appropriate permissions.
- 2** You will then select the appropriate **Virtual Account** from the dropdown menu.
- 3** Finally, select the corresponding role you'd like to assign to the new user – either an **Administrator Role**, or **User Role**.
- 4** Select **Next** to continue.



Cisco Software Central (CSC)

Manage Smart Accounts: Review and Confirm

- 1 In **Step 3: Review and Confirm**, the user information and proposed role assignment is displayed for a final review.
- 2 If the information listed is correct, select **Add User** to complete the process.

The screenshot shows the 'New User' dialog box in Cisco Software Central, currently on Step 3: Review and Confirm. The dialog is titled 'New User' and has a close button (X) in the top right corner. It features a progress indicator with three steps: Step 1 (Identify New User) is completed with a green checkmark, Step 2 (Select Roles) is also completed with a green checkmark, and Step 3 (Review and Confirm) is the current step, highlighted in blue. Below the progress indicator, there is a confirmation message: 'Confirm that the information you entered is correct. Clicking Add User will assign the roles and send an email to the user with instructions on accessing the Smart Account.' The user information is displayed in a table format, and the assigned roles are listed below. A red box highlights the 'User Information' section, and another red box highlights the 'Add User' button at the bottom right. A red circle with the number '1' is placed over the 'Users' section in the background, and another red circle with the number '2' is placed over the 'Add User' button.

User Information	
Full Name:	Bill Jones
Email Address:	SSLMTester2@gmail.com
Cisco.com ID:	SSLMTester2
Company:	S CISCO FLOORING INC

Assigned Roles	
	Smart Account Administrator

Buttons: Cancel, Back, Add User

Cisco Software Central (CSC)

Manage Smart Accounts: New Smart Account Users

- 1 The new Smart Account User will receive an email confirmation regarding their new role.
- 2 They will also be listed in the primary **Users** tab.

The image shows an email notification and a screenshot of the Cisco Software Central interface. The email, dated Mon 2/8/2016 9:06 AM, is from stage-CiscoAccountServices@cisco.com and is titled "Cisco Smart Account Role Assigned - RBACUSWalkthroughgmail.com". It contains a "START INFO" block with a "TO:" field pointing to SSLMTester2@gmail.com, followed by an "END INFO" block. The main body of the email states: "Cisco Smart Account Role Assigned - RBACUSWalkthroughgmail.com. You have been assigned one or more new roles for the 'RBACUSWalkthroughgmail.com'." Below this is a "Cisco Smart Account Summary" table with the following details:

Account Domain Identifier:	rbacuswalkthroughgmail.com
Account Name:	RBACUSWalkthroughgmail.com
Roles Assigned by:	John Doe (SSLMTester1@gmail.com)
Roles Assigned on:	Feb 08, 2016 17:05:48 GMT

The screenshot of the Cisco Software Central interface shows the "Manage Smart Account" page for "My Smart Account". The "Users" tab is selected, and a table of users is displayed. A red box highlights the table, and a red circle with the number "1" is placed over the "Users" tab label. The table contains the following data:

User Name	Email Address	Company	Roles
Bill Jones	SSLMTester2@gmail.com	S CISCO FLOORING INC	Smart Account Administrator
John Doe	SSLMTester1@gmail.com	CISCO IT PRODUCTION NETW...	Smart Account Administrator

Below the table, there is a "Roles Summary" section with a bullet point: "Smart Account Administrator".

Cisco Software Central (CSC)

Manage Smart Accounts: Modify Role Privileges of Existing User

- 1 Smart Account Administrators can view user information by selecting the **User** name from the main **Users** tab.

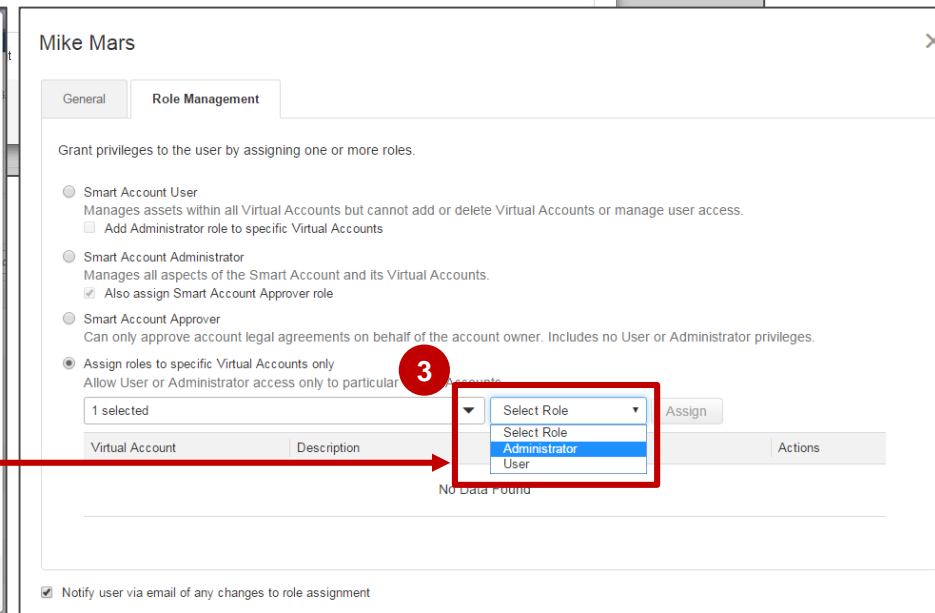
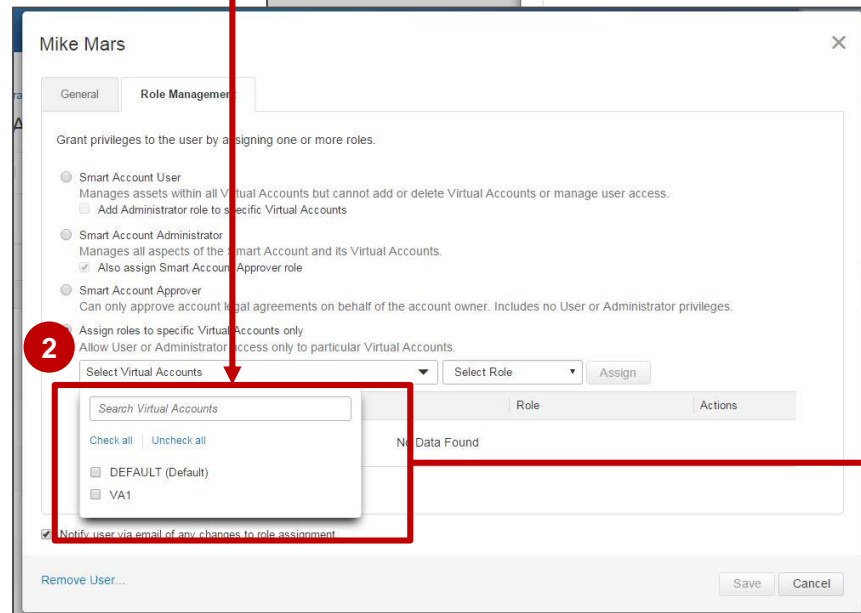
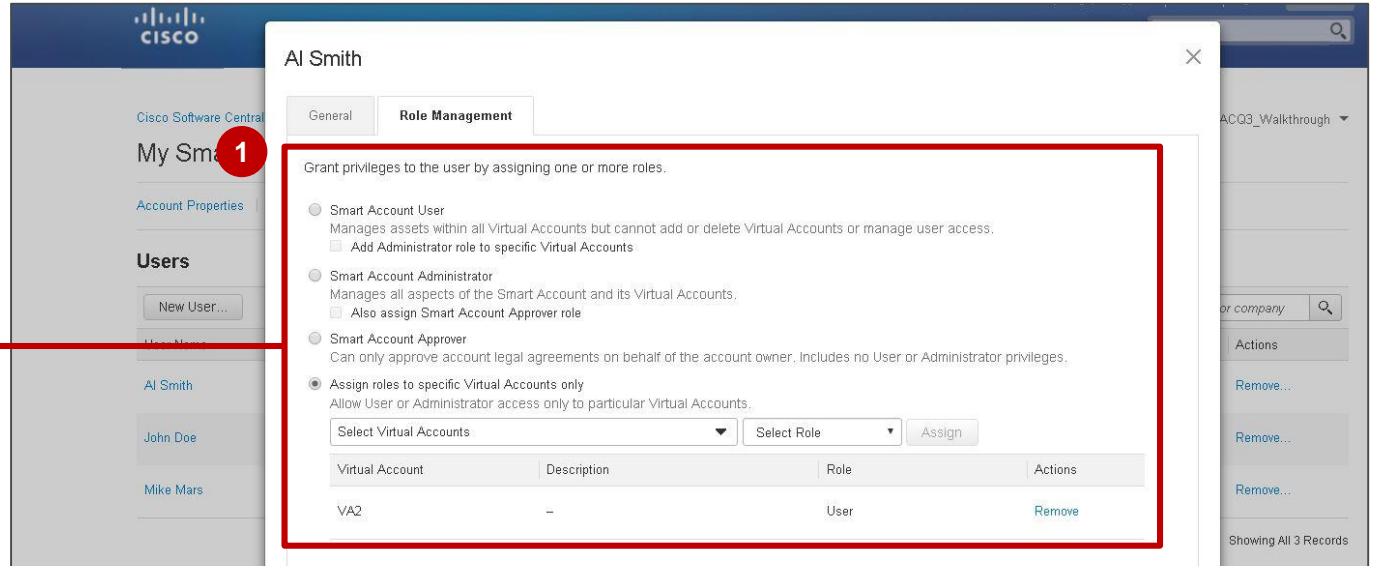
A pop-up appears with **General** user information, and the option to work on **Role Management**.

The screenshot shows a user management window for 'AI Smith'. A red box highlights the 'General' tab and the 'User Information' and 'Assigned Roles' sections. The 'User Information' section includes: Full Name: AI Smith, Email Address: SSLMTester4@gmail.com, Cisco.com ID: SSLMTester4, and Company: CISCO S LANDSCAPING. The 'Assigned Roles' section shows: Virtual Account User: VA1. At the bottom, there is a checkbox for 'Notify user via email of any changes to role assignment' which is checked, and buttons for 'Remove User...', 'Save', and 'Cancel'.

Cisco Software Central (CSC)

Manage Smart Accounts: Modify Role Privileges of Existing User

- 1 The Smart Account Administrator can utilize the **Role Management** tab to remove users from their existing roles, or to
- 2 **Reassign Roles**, to other Virtual Accounts, for instance. To confirm role reassignment, the Account must be selected, and then the
- 3 **Role** must be selected.



Cisco Software Central (CSC)

Manage Smart Accounts: Modify an Account (Smart Account Administrator)

- 1 The Smart Account Administrator can also modify another user's role to any role, including **Smart Account Administrator** or **Smart Account User**.

As roles are changed, an email confirmation will be sent to the user with their previous role, as well as the new role.

Changes will also be logged in **Event Logs**.

Note: Smart Account Users and Virtual Account Users will be able to remove themselves from the Smart Accounts to which they are assigned.

Mike Mars

General **Role Management**

Grant privileges to the user by assigning one or more roles.

- Smart Account User
Manages assets within all Virtual Accounts but cannot add or delete Virtual Accounts or manage user access.
 Add Administrator role to specific Virtual Accounts
- Smart Account Administrator**
Manages all aspects of the Smart Account and its Virtual Accounts.
 Also assign Smart Account Approver role
- Smart Account Approver
Can only approve account legal agreements on behalf of the account owner. Includes no User or Administrator privileges.
- Assign roles to specific Virtual Accounts only
Allow User or Administrator access only to particular Virtual Accounts.
Select Virtual Accounts: [v] Select Role: [v] Assign

Virtual Account	Description	Role	Actions
VA1	-	Administrator	Remove

Notify user via email of any changes to role assignment

Remove User... Save Cancel

Cisco Software Central (CSC)

Manage Smart Accounts – Account Agreements

- 1 In the Customer Smart Account, you can view Account Agreements (Smart Licensing Agreements), their date, status, and the Approver/ Administrator who signed the Agreement.

Cisco Software Central > Manage Smart Account

My Smart Account

Account Properties | Virtual Accounts | Users | **Account Agreements** | Event Log

Account Agreements

Date	Agreement	Status	Signed By
Sep 24, 2015	SMART LICENSING AGREEMENT V2.0	Signed Sep 24, 2015	
Sep 23, 2015	SMART LICENSING AGREEMENT V1.0	Signed Sep 23, 2015	
Jun 07, 2015	SMART LICENSING AGREEMENT V1.0	Signed Jun 07, 2015	
Jul 07, 2014	C2A-JUL-07-14	Signed Dec 24, 2014	

From here, the Smart Account Administrator or Approver can accept the Smart Licensing Agreement.

Cisco Software Central (CSC)

Manage Smart Accounts – Event Log

In the Event Log you can view all activity at the Smart Account level to have better visibility into the Smart Account.

- 1 Filter results by a specific date range, Event type (user management, Virtual Account management or Smart Account management), 2 or search by the user who took the action.

Cisco Software Central > Manage Smart Account

Hello,

Note: License activity is not available in CSC. Go to SSM for Smart Licenses or LRP for Classic PAK based licenses

My Smart Account

Account Properties | Virtual Accounts | Users | Account Agreements | Event Log

Event Log

1 Date	Event Type	Event	2 User
Select Date Range	Select options		User
2015-Sep-08, 15:27	Smart Account Management	Smart Account Name "QA_She_RegTest_HA1" changed to "QA_She_RegTest_HA1 ..	Cisco Support
2015-Sep-08, 14:09	Virtual Account Management	New Virtual Account "new" added	Cisco Support
2015-Jul-21, 02:11	Smart Account Management	Smart Account "QA_She_RegTest_HA1" created	shemanoh

Showing All 3 Records

Smart Account Roles

Smart Account Roles

Roles Valid as of March 2016

Smart Account Approver	Smart Account Administrator	Virtual Account Administrator
<p>Can only approve Smart Account legal agreements on behalf of the Account Owner. Includes no User or Administrator privileges.</p>	<p>Manages all aspects of the Smart Account and its Virtual Accounts. The Smart Account Administrator can view and manage license inventory for the entire Smart Account, and also perform Account management activities.</p>	<p>Similar to the Smart Account Administrator, but limited to selected Virtual Accounts. Can perform license management activities and also User management for selected Virtual Accounts.</p>

Smart Account User	Virtual Account User
<p>Similar to a Smart Account Admin, this role allows access to all Virtual Accounts. A Smart Account User can perform licensing activities, but cannot create new Virtual Accounts or perform User management activities.</p>	<p>Similar to a Smart Account User, but is limited to the Virtual Account the User is assigned to – they can perform license management activities, but cannot add new users to their assigned Virtual Account.</p>

Customer Smart Account Roles

Partner and Customer Smart Account Roles as of March 2016

Smart Account Creator is automatically provided the Smart Account Administrator role.


User Roles	Capabilities in CSC	Capabilities in SSM	Capabilities in ELA	Capabilities in LRP
Smart Account Approver	<ul style="list-style-type: none"> Edit/View Account Properties View Users at Smart Account & Virtual Account Level View / Accept Agreements View Event Logs 	<ul style="list-style-type: none"> No access 	<ul style="list-style-type: none"> No access 	<ul style="list-style-type: none"> No access
Smart Account Administrator	<ul style="list-style-type: none"> Edit / View Account Properties Add / Edit / Delete Virtual Accounts Add / Edit / Delete Users (at SA and VA level) View / Accept Agreements View Event Logs 	<ul style="list-style-type: none"> Can perform all activities in Smart Software Manager at Smart Account Level and Virtual Account Level 	<ul style="list-style-type: none"> Can perform all activities in ELA linked to the Smart Account they have access to 	<ul style="list-style-type: none"> Can perform all activities in LRP linked to the Smart Account they have access to
Smart Account User	<ul style="list-style-type: none"> View Account Properties View Virtual Accounts View Users (at SA and VA level) View Agreements View Event Logs 	<ul style="list-style-type: none"> Can perform all activities in Smart Software Manager at Smart Account Level and Virtual Account Level 	<ul style="list-style-type: none"> Can perform all activities in ELA linked to the Smart Account they have access to 	<ul style="list-style-type: none"> Can perform all activities in LRP linked to the Smart Account they have access to
Virtual Account Administrator	<ul style="list-style-type: none"> View Account Properties View Assigned Virtual Accounts Add / Edit / Delete Users (capability to add Virtual Account Admins or Virtual Account Users) View Agreements View Event logs (restricted to assigned VAs) 	<ul style="list-style-type: none"> Can perform all activities in SSM for the Virtual Accounts they have access to 	<ul style="list-style-type: none"> Can perform all activities in ELA linked to the Virtual Account they have access to 	<ul style="list-style-type: none"> Can perform all activities in LRP linked to the Virtual Account they have access to
Virtual Account User	<ul style="list-style-type: none"> View Account Properties View Assigned Virtual Accounts View Users (only those linked to assigned VAs) View Agreements View Event Logs (restricted to assigned VAs) 	<ul style="list-style-type: none"> Can perform all activities in SSM for Virtual Accounts they have access to 	<ul style="list-style-type: none"> Can perform all activities in ELA linked to the Virtual Account they have access to 	<ul style="list-style-type: none"> Can perform all activities in LRP linked to the Virtual Account they have access to

Account Management for Customer Smart Accounts is done within CSC
License management and activation is done in SSM

For more detailed information, go to the [Smart Accounts Roles Training](#)

Grant Partner Access to Manage Smart Account

You can grant Partners access to manage the account and your licenses on your behalf by adding them as a User. There are 4 user roles that you can assign Partners to:

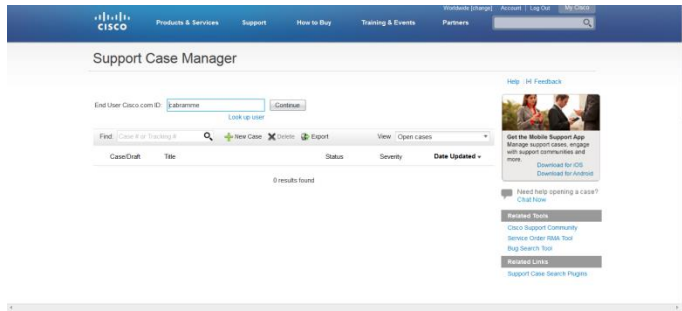
Role	Access Level	Select this when...
Smart Account Administrator	Partners can view and manage license inventory for the entire Smart Account, and can also perform Account management activities.	You can select this option if only one Partner will be managing your entire Smart Account, and also if the Partner needs to manage Users and Virtual Accounts on your behalf.
Virtual Account Administrator	Partners can view and manage licenses only in specific Virtual Account(s) for which they have been granted access. Partners can also manage Users in the assigned Virtual Account(s).	You can select this option if the Partner will be managing licenses in specific Virtual Account(s) but not within all the Virtual Accounts. Please note that the Partner will also be able to add/edit and delete Virtual Account Admins and Users.
Smart Account User	Partners can view and manage license inventory for the entire Smart Account.	You can select this option if the Partner will be managing your entire Smart Account, but you would like to keep control over the Account management activities (adding/ deleting Virtual Accounts and User management).
Virtual Account User 	Partners can view and manage license inventory for assigned Virtual Account(s).	You can select this option if the Partner will be managing licenses within a particular Virtual Account, but you would like to keep control over adding or deleting Users within that Virtual Account.

Customer Support

Submitting Cases

Software Licensing Support

Customers with Software Licensing issues/questions can open a case using standard Cisco processes:



Online



licensing@cisco.com*

Email

Phone Support for Enterprises and Service Providers	
Note 1: Numbers with an asterisk (*) have special dial instructions.	
1. Dial the Local Access number.	
2. After the chime, dial the Card number and PIN number 5689.	
3. After you hear a few beeps, dial *99.	
4. If dialing *99 does not work, the operator will ask you what number you wish to dial; use the card number.	
Note 2: Numbers with a double asterisk (**) may not be available from all mobile phones.	
United States	1 800 553 2447 1 408 526 7209
Africa	+32 2 704 5555
Argentina	Preferred contact: 0800-555-3456 ** Alternate numbers ALA: 0 800 288 5288, then 888 443 2447 Telecom: 0 800 555 4288, then 888 443 2447 Telefonica: 0 800 222 1288, then 888 443 2447
Armenia	800-721-7549

Phone

GLO Software Licensing Support (licensing@cisco.com) is available 24 x 7

Product Support: Technical Assistance Center (TAC)

Customers can contact TAC for product support issues & questions using existing Cisco processes

[Software Decision Tree](#): guidelines on the appropriate support contacts for each type of issue

*When writing to GLO (licensing@cisco.com), you need to type your CCID in the body of the email.

Any Questions



Additional Resources for End Customers

Location	Description
http://cisco.com/go/smartaccounts	Cisco Smart Accounts Overview
http://cisco.com/go/smartlicensing	Cisco Smart Software Licensing Overview
Software Operation Exchange Page Training Schedule Orderable Smart Licensing SKU List	Additional Software training and informational resources
Smart Accounts and Smart Licensing Overview for End Customers	Smart Accounts/ Smart Licensing Overview, Smart Accounts setup and management
Smart Accounts and Smart Licensing: License Management for End Customers	How to manage Classic Licenses in LRP and Smart Licenses in Smart Accounts in SSM.
Smart Account Leading Practices - Customers	Smart Accounts Leading Practices for End Customers
Request Customer Smart Account Quick Reference Guide	Quick step-by-step guide on how to initiate a request for a Customer Smart Account
Complete Customer Smart Account Setup Quick Reference Guide	Quick step-by-step guide on how to complete the setup for a Customer Smart Account
Getting Started with Smart Accounts Quick Reference Guide	Quick step-by-step guide on how to create a Customer Smart Account in Cisco Software Central (CSC)
Assign a Partner to Manage Account on your Behalf Quick Reference Guide	Quick step-by-step guide on how a Customer can assign a Partner to manage their Smart Account
Request Access to an Existing Smart Account	Quick step-by-step guide on how to request access to an existing Smart Account
Smart Accounts and Virtual Accounts in LRP LRP Main User Guide	<ul style="list-style-type: none"> - Smart Accounts and Virtual Accounts in the License Registration Portal - License Registration Portal Main User Guide
ELA Collab E2E Training Guide	ELA Collab E2E Training Guide: on- demand Training via Brainshark
 ELA Collab E2E Training Guide	ELA Collab E2E Training Guide in PDF



Appendix – ELA Licensing Workspace

Enterprise License Agreement (ELA) Workspace

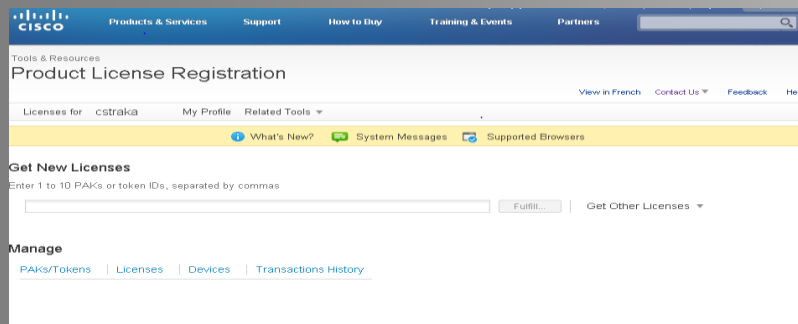
The Enterprise License Agreement (ELA) Licensing Workspace is a simple enterprise-wide software license management and provisioning capability that displays ELA license and usage information and enables immediate self-service license download, entitlement management, and real-time consumption reporting.

Benefits

- Automated ELA license fulfillment; faster and easier – No PAKs required
- Consumption data at your fingertips – updated in real-time
- Flexible reporting capabilities – screen display and exportable formats
- Smart Account user management for ELA Licensing Workspace

Previously

- Generating licenses off of PAKs
- Limited visibility to ELA entitlements
- Manual reports



Now

A new self-service Licensing Workspace that provides immediate processing of your *licensing requests*, robust consumption *reporting*, easy cloud *provisioning*, and simplified *device management*

The screenshot shows the 'Enterprise License Agreements' workspace. It includes a navigation bar with 'ELAs', 'Devices', 'Transactions', 'Provisioning Requests', 'Reports', 'Preferences', 'Help', and 'Customer Support'. Below the navigation, there is a table of licenses with columns for Suits, Customer Suite Name, Action, Start Date, End Date, and License Consumed. The table lists several suits, including 'Customer Collaboration' and 'Prime Collaboration', with their respective start and end dates and consumption status.

Suits	Customer Suite Name	Action	Start Date	End Date	License Consumed
Customer Collaboration	125Cus 3222	Action	2015-Oct-07	2016-Oct-11	0
Customer Collaboration Version 10		Generate License			0
Customer Collaboration Version 11		Generate License			0
Customer Collaboration Version 9		Generate License			0
Prime Collaboration	PC1234 2131232	Action	2015-Oct-06	2015-Oct-13	0
Security Suite	ABC-0	Action	2015-Oct-07	2017-Oct-06	0
Unified Communications Suite	UCSuite 336699	Action	2015-Oct-15	2017-Sep-28	0

Key Features of the ELA Licensing Workspace

Self Service License Fulfillment

- View your ELA product entitlements at a glance
- Generate and fulfill license requests
- Access online inventory management features and past transactions
- Provisioning per ELA agreement and device capacity
- Easy re-hosting
- View historical transactions and suites

Consumption Reporting

- View your license consumption by product in selectable formats
- Access programmed and customizable license consumption reports

Access Management

- Secure access
- Use Smart Accounts to manage access for other users

Device Management

- Add devices, license multiple devices at the same time, and review your device list
- Upgrade licenses

Cisco Software Central > Enterprise License Agreements Hello, Kirtan Patel ABBOTT SOLUTIONS

Enterprise License Agreements

ELAs | Devices | Transactions | Provisioning Requests | Reports | Preferences | Help | Customer Support

Virtual Account: TestingVA

[Add Suite](#)

Suites	Customer Suite Name	Action	Start Date	End Date	License Consumed
▼ Customer Collaboration	123Cus: 3222	Action ▼	2015-Oct-07	2018-Oct-11	0
Customer Collaboration Version 10		Generate License			0
Customer Collaboration Version 11		Generate License			0
Customer Collaboration Version 9		Generate License			0
▶ Prime Collaboration	PC1234: 2131232	Action ▼	2015-Oct-06	2015-Oct-13	0
▶ Security Suite	ABC: 0	Action ▼	2015-Oct-07	2017-Oct-06	0
▶ Unified Communications Suite	UCSuite: 336699	Action ▼	2015-Oct-15	2017-Sep-28	0

Showing 4 Suites

Provisioning Licensing consumption data available under the 'Provisioning Requests' tab

